



PSPPCM006

# Select providers and develop contracts

Assessment 2 of 4

Project



## Assessment Instructions

### Task overview

This assessment task is divided into seven (7) tasks. Read each question carefully before typing your response in the space provided.

### Additional resources and supporting documents

To complete this assessment, you will need:

- Learning material
- Evaluation report
- Evaluation plan
- Probity principles



## Assessment Information

### Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

### Case study

For the purpose of this assessment, you will play the role of the procurement officer of the Australian Department of Health.

The Australian Department of Health is seeking to select a provider for a new Electronic Medical Records (EMR) system.

Your task is to select preferred providers as a result of a formal request for offer process posted on AUS Tender from the Department.

### Procurement Requirements

The procurement requirements for the Australian Department of Health for a new EMR system include:

1. Compliance with Australian healthcare regulations and standards, including data privacy and security requirements.
2. User-friendly interface and ease of use for healthcare providers and staff.
3. Integration with existing healthcare systems and workflows.
4. Robust reporting and analytics capabilities to support data-driven decision-making.
5. Availability of technical support and maintenance services.
6. Consideration of the total cost of ownership, including implementation costs, licensing fees, and ongoing support and maintenance costs.

**Budget:** \$40,000. Note: The Department stated that the project cannot go over budget under any circumstances.

**Contract Length:** 5 years

The Department has developed a set of **criteria** to assess the bids. These criteria include:

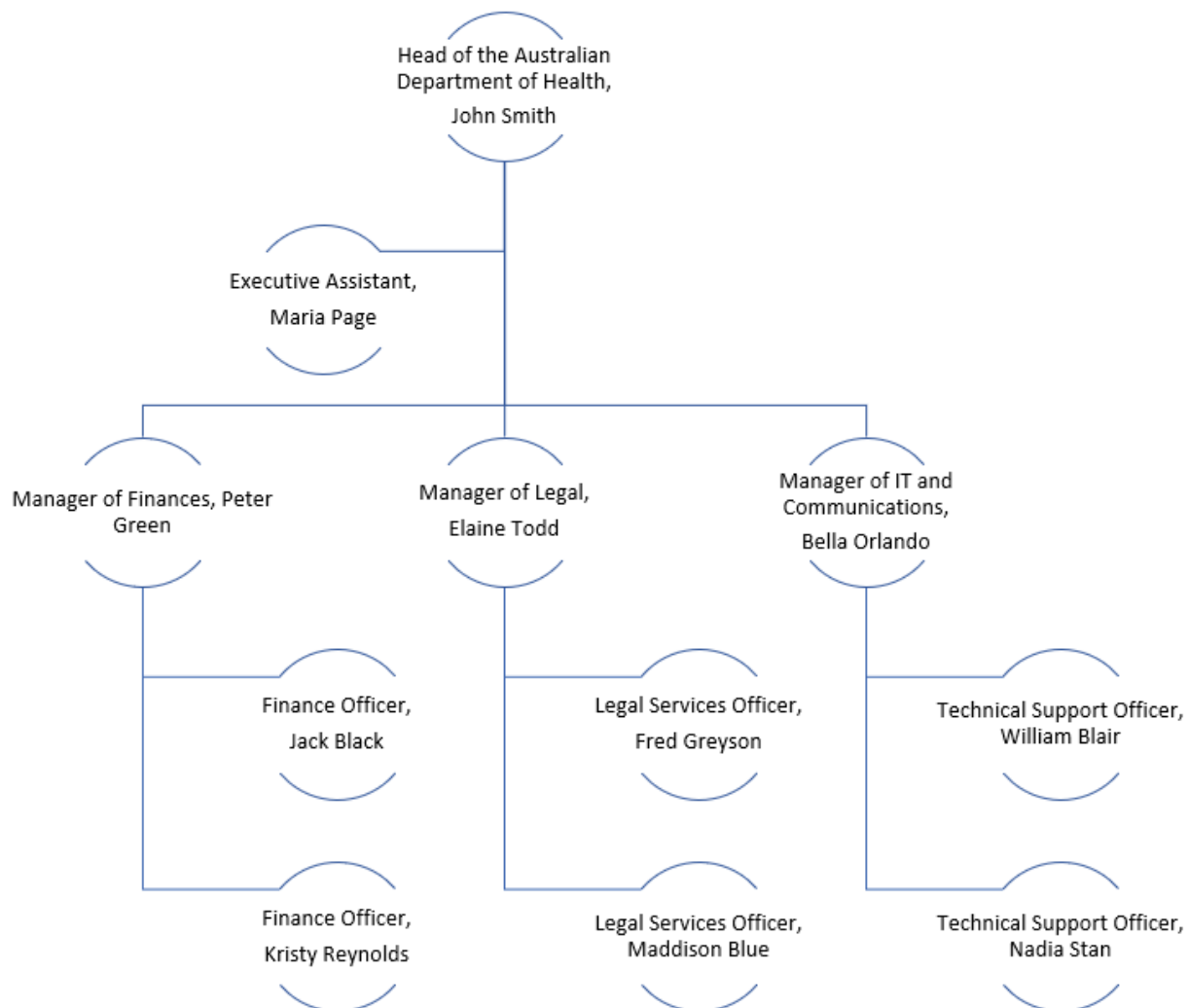
- Technical capability - 30%  
Evaluation: Integration with existing healthcare systems and workflows, Availability of technical support and maintenance services
- System functionality and features - 25%  
Evaluation: Robust reporting and analytics capabilities to support data-driven decision making
- User experience and usability - 20%  
Evaluation: User-friendly interface and ease of use for healthcare providers and staff
- Compliance - 15%  
Evaluation: Compliance with Australian healthcare regulations and standards, including data privacy and security requirements
- Price - 10%  
Evaluation: Consideration of total cost of ownership, including implementation costs, licensing fees, and ongoing support and maintenance costs.

The Department has received offers from the **following suppliers**:

1. MedicalDirector: MedicalDirector offers a range of EMR and practice management software solutions that are tailored to the needs of Australian healthcare providers.
2. Best Practice Software: Best Practice Software is an Australian-based company that provides EMR and practice management software solutions for healthcare practices.
3. Clinic to Cloud: Clinic to Cloud is an Australian-based company that provides cloud-based EMR and practice management software solutions for healthcare practices.

## Task 1

Your first task is to form and coordinate an evaluation panel in order to select the preferred providers. To do so, you will need to review the **organisational chart** of the Australian Department of Health to decide which staff members should be invited to form the evaluation panel.



The evaluation panel needs to consist of three (3) members. You will need to choose one staff member with technical expertise, one staff member with legal expertise and one staff member with financial expertise.

Then you will need to **send an email** to the selected members informing them of their involvement in the procurement process, the procurement requirements, and the suppliers and let them know you will be contacting them soon to go through the evaluation process provided in the case study, using the email template below.

[Approx. word count: 250 - 280 words]

**Assessor instructions:** Students must review the organisational chart and select the team members to form the panel covering the requirements in the instructions. Students might choose different team members, but as long as they have one member from each department, their responses should be deemed correct.

In their email, they will need to cover the following 3 points:

- The members' involvement in the procurement process
- The procurement requirements
- The potential suppliers
- Inform them you will be contacting them soon to go through the evaluation process

Students' responses need to reflect the content in the sample answer provided below.

## Email Template

To:	<<Add name[s] and position title of main email recipients here>> Finance Officer, Jack Black Legal Officer, Fred Greyson Technical Support Officer, Nadia Stan
From:	<<Add your name and position title here>> Procurement Officer, Student's name
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 24.03.23, 10:30 a.m.
Subject:	<<Add the subject of the email here>> New Electronic Medical Records [EMR] system
Attachments:	<<Add the name of any attachments here>>

Dear <<Add email recipient[s] name here>>,

<<Add message here>>

*Dear Jack, Fred and Nadia,*

*I am sending you this email to inform you that you have been selected to be part of the evaluation panel for the procurement of the new Electronic Medical Records [EMR] system for the department.*

*Please see the procurement requirement below:*

- 1. Compliance with Australian healthcare regulations and standards, including data privacy and security requirements.*
- 2. User-friendly interface and ease of use for healthcare providers and staff.*
- 3. Integration with existing healthcare systems and workflows.*

4. *Robust reporting and analytics capabilities to support data-driven decision-making.*
5. *Availability of technical support and maintenance services.*
6. *Consideration of the total cost of ownership, including implementation costs, licensing fees, and ongoing support and maintenance costs.*

*The Department had received offers from the following **suppliers**:*

1. *MedicalDirector: MedicalDirector offers a range of EMR and practice management software solutions that are tailored to the needs of Australian healthcare providers.*
2. *Best Practice Software: Best Practice Software is an Australian-based company that provides EMR and practice management software solutions for healthcare practices.*
3. *Clinic to Cloud: Clinic to Cloud is an Australian-based company that provides cloud-based EMR and practice management software solutions for healthcare practices.*

*I will contact you soon to go through the evaluation processes.*

*If you have any questions, feel free to contact me.*

*Regards,*

*Student Name*

*Procurement Officer*

Regards,

<<Add your name here>>

<<Add your job position here>>

<b>Australian Department of Health</b>	1 King Street, Sydney, NSW 2000 Phone: 02 987 654
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### Case Study

One of the selected panel members with technical expertise responded to your email informing you that his/her brother works for MedicalDirector, and they would like to be transparent to avoid any issues or conflicts of interest.

Meanwhile, you received the breakdown of the offers:

<p>MedicalDirector</p>	<ul style="list-style-type: none"> <li>• Their EMR has the ability to integrate with existing healthcare systems and workflows, and they offer technical support and maintenance services.</li> <li>• Their EMR has average reporting and analytics capabilities to support data-driven decision-making.</li> <li>• Reviews of the previous customer suggest that the EMR is somewhat user-friendly for healthcare providers and staff. Some of their clients suggested that the staff required further training.</li> <li>• Their EMR is compliant with Australian healthcare regulations and standards, including data privacy and security requirements.</li> <li>• Total cost: <b>\$30,200</b> <ul style="list-style-type: none"> <li>○ Implementation costs: \$25,000</li> <li>○ licensing fees: \$1,200</li> <li>○ ongoing support and maintenance costs: \$4,000</li> </ul> </li> </ul>
<p>Best Practice Software</p>	<ul style="list-style-type: none"> <li>• Their EMR does not have the ability to integrate with existing healthcare systems and workflows, and they offer technical support and maintenance services.</li> <li>• Their EMR has exceptional reporting and analytics capabilities to support data-driven decision-making.</li> <li>• Reviews of previous customers suggest that the EMR is not very user-friendly for healthcare providers and staff. The staff will require training for 3 – 6 months, depending on their current skills.</li> <li>• Their EMR is compliant with Australian healthcare regulations and standards, including data privacy and security requirements.</li> <li>• Total cost: <b>\$44,800</b> <ul style="list-style-type: none"> <li>○ Implementation costs: \$40,000</li> <li>○ licensing fees: \$2,300</li> <li>○ ongoing support and maintenance costs: \$2,500</li> </ul> </li> </ul>
<p>Clinic to Cloud</p>	<ul style="list-style-type: none"> <li>• Their EMR has the ability to integrate with existing healthcare systems and workflows, and they offer technical support and maintenance services.</li> <li>• Their EMR has above-average reporting and analytics capabilities to support data-driven decision-making.</li> <li>• Reviews of previous customers suggest that the EMR is very user-friendly for healthcare providers and staff. The staff will require minimal training.</li> </ul>

	<ul style="list-style-type: none"> <li>• Their EMR is compliant with Australian healthcare regulations and standards, including data privacy and security requirements.</li> <li>• Total cost: <b>\$37,000</b> <ul style="list-style-type: none"> <li>○ Implementation costs: \$32,000</li> <li>○ licensing fees: \$1,700</li> <li>○ ongoing support and maintenance costs: \$3,300</li> </ul> </li> </ul>
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## Task 2

- a) Access the **organisational probity requirements** to understand and make a decision on how to proceed with the new information you received about the relation of the panel member with one of the suppliers.

Use the **Email** Template below to inform the technical expert of the decision in regard to his/her involvement in the procurement process.

[Approx. word count: 50 – 100 words]

**Assessor instructions:** Students must identify that there is a conflict of interest and that the chosen technical support officer cannot be part of the evaluation panel as it is against the organisational probity requirements and the public sector standards.

Students' responses need to reflect the content in the sample answer provided below.

<h1>Email Template</h1>	
To:	<<Add name(s) and position title of main email recipients here>> <b>Technical Support Officer, Nadia Stan</b>
From:	<<Add your name and position title here>> <b>Procurement Officer, Student's name</b>
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> <b>24.03.23, 10:30 a.m.</b>
Subject:	<<Add the subject of the email here>> <b>New Electronic Medical Records [EMR] system</b>
Attachments:	<<Add the name of any attachments here>>



Dear <<Add email recipient(s) name here>>,

<<Add message here>>

*Dear Nadia,*

*Thank you for letting me know about your connection to one of the potential suppliers.*

*Since this is against the organisational probity principles and presents a conflict of interest, unfortunately, your involvement in the procurement process cannot continue.*

*Regards,*

*Student Name*

*Procurement Officer*

Regards,

<<Add your name here>>

<<Add your job position here>>

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Phone: 02 987 654

b) You will now need to access and review the **evaluation plan** and the **probity principles** and conduct a meeting with the other two [2] team members to evaluate the offers received.

During your meeting, you will need to discuss:

- The procurement requirements
- Analyse each offer
- Score each offer based on the scoring system in the evaluation plan
- Agree on two [2] recommended suppliers
- Comply with the organisational probity principles throughout the meeting

You will need to document this in the evaluation report template and save it as **Evaluation Report - Draft**.

The meeting should not exceed 20 minutes in duration.

**Assessor instructions:** Students must cover all the points mentioned in the instructions during the roleplay.

The supplier that they should agree on should be "Clinic to Cloud" and "MedicalDirector" as they meet the majority of the procurement requirements, and they must score higher.

A sample draft evaluation report is provided under the name **Evaluation Report – Draft – Assessor Guide**.

## Role play instructions

In this task, you will participate in a role/play meeting with two [2] others. These may be sourced using one of the following options:

- peers to whom you are already working within the industry your qualification relates to.
- fellow students who will play the role of the stakeholders. Please contact your fellow students via the Discussion Forum and coordinate your role play with them directly.

The role play/meeting must not exceed 20 minutes in duration and must address all elements of the Observation Checklist below.

If you are unable to find participants to play the role of the other team members, contact your assessor via the Discussion Forum, who will discuss options for pairing up with other students to complete this task.

### Option 1: Peer participants

Should you complete this task with your peers, you must fully brief all participants, providing them with the context of the role play/meeting, a role outline to play and a copy of the observation checklist so that they can prepare for the recording.

Peers will need to state their name and job title at the start of the recording to inform consent.

### Option 2: Fellow student participants

Fellow students participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity and observation checklist so that they can prepare for the recording.

Students will need to state their name and that they are a student [as their job title] at the start of the recording to inform consent.

### Participants' briefing instructions:

#### Legal Services Officer

- You will need to review the offers from the suppliers
- Using the scoring system as a team, you will need to provide your score for each supplier
- You will need to provide your opinion on which supplier the Department should go with
- You will need to agree with the other participants on the final decision

#### Finance Officer

- You will need to review the offers from the suppliers
- Using the scoring system as a team, you will need to provide your score for each supplier
- You will need to provide your opinion on which supplier the Department should go with
- You will need to agree with the other participants on the final decision

## Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

*"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."*

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

## ASSESSOR OBSERVATION CHECKLIST

Students are required to upload a video of themselves, and two [2] others engaged in a short meeting.

The participants must be fully briefed as outlined in the role play instructions.

The meeting should be a maximum of 20 minutes.

Students must demonstrate each of the performance criteria outlined in the observation checklist below.

ACTIVITY	SATISFACTORY YES / NO		ASSESSOR COMMENTS
<b>Task checklist</b>			
Did the student:			
• Discuss the procurement requirements			
• Analyse each offer			
• Score each offer based on the scoring system in the evaluation plan			
• Agree on two [2] suppliers			
• Comply with the organisational probity			

principles throughout the meeting				
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### Task 3

Since the technical expert could not be a part of the evaluation plan, you were requested to **send an email** to another staff member from the technical team (**review the organisational chart**), seek his/her technical expertise and ask him/her to evaluate the draft evaluation report you developed during your meeting with the other panel members.

In your email, you will need to:

- Introduce yourself
- Explain the reason for your email
- Attach the evaluation plan as well as the evaluation report
- Ask him to provide you with potential concerns and/or thoughts on negotiating with the suppliers

Use the email template provided below.

[Approx. word count: 50 – 100 words]

**Assessor instructions:** Students must send an email to a different technical expert [could be any from the technical team in the org. chart]. In their email, they must address all the points provided in the instructions. Under the attachments, they will need to mention the evaluation plan and the draft evaluation report.

Students' responses need to reflect the content in the sample answer provided below.

<h2>Email Template</h2>	
<b>To:</b>	<<Add name(s) and position title of main email recipients here>> <b>Technical Support Officer, William Blair</b>
<b>From:</b>	<<Add your name and position title here>> <b>Procurement Officer, Student's name</b>
<b>CC:</b>	<<Add names and position titles of carbon copy email recipients here>>
<b>Date/time:</b>	<<Add the time and date of the email here>> <b>24.03.23, 10:30 a.m.</b>
<b>Subject:</b>	<<Add the subject of the email here>> <b>New Electronic Medical Records [EMR] system</b>
<b>Attachments:</b>	<<Add the name of any attachments here>> <b>Evaluation Plan, Draft Evaluation Report</b>
Dear <<Add email recipient(s) name here>>,	

<<Add message here>>

*Dear William,*

*My name is <<Student Name>>, and I am the procurement officer for the Australian Department of Health.*

*The Department is currently looking to purchase a new EMR system and I would like to ask you to review the evaluation plan and the evaluation report that was prepared based on the suppliers recommended by the Department.*

*Can you please let me know your thoughts or concerns and if there is anything you feel I should clarify or negotiate with the suppliers?*

*Your help will be highly appreciated.*

*Regards,*

*Student Name*

*Procurement Officer*

Regards,

<<Add your name here>>

<<Add your job position here>>

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#### Task 4

The technical expert conducted his review and sent you the following email:

*Dear procurement officer,*

*I reviewed the evaluation plan as well as the evaluation report and conducted research on the suppliers.*

*Based on my technical expertise, I agree with the selection of your top two suppliers. However, there is an issue with the reporting capabilities of the EMR systems they offer. In our current EMR, the reporting system has the ability to review patient engagement: reports on patient engagement metrics, such as patient portal usage, patient satisfaction surveys, and patient-generated health data. The new EMRs provided by MedicalDirector and Clinic to Cloud do not have this specific reporting feature.*

*Since we know that Best Practice Software has it and they are a competitor, I suggest you contact both MedicalDirector and Clinic to Cloud to discuss the importance of this reporting capability and either request they add this feature or negotiate the price since this feature is currently missing.*

*If there is anything else I could assist you with, please contact me.*

*Kind regards,*

You reviewed the email from the technical expert with the evaluation panel, and you decided to **send two (2) emails**, one to MedicalDirector and one to Clinic to Cloud, explaining the importance of the patient engagement reporting feature and requesting for this feature to be added. In your emails, you will need to:

- Explain the reason for your email
- Let them know that your preference would be for this feature to be added
- Ask them to send you what the new price would be after the addition
- Inform them that if the feature cannot be added, you would like to book an appointment to negotiate the price in person

Use the email templates provided below.

[Approx. word count per email: 100 – 150 words]

**Assessor instructions:** Students must send two (2) emails, one to each supplier mentioned in the instructions. In their emails, they must address all the points provided in the instructions.

Students' responses need to reflect the content in the sample answers provided below.

## Email Template

To:	<<Add name(s) and position title of main email recipients here>> MedicalDirector
From:	<<Add your name and position title here>> Procurement Officer, Student's name
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 24.03.23, 10:30 a.m.
Subject:	<<Add the subject of the email here>> Electronic Medical Records (EMR) system
Attachments:	<<Add the name of any attachments here>>

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

*Dear MedicalDirector team,*

*I am sending you this email as I would like to discuss the quote for the new EMR system. After careful review, our technical experts pointed out that your EMR system is missing the ability to report on Patient Engagement (patient engagement metrics, such as patient portal usage, patient satisfaction surveys, and patient-generated health data).*

*Our current EMR has this reporting ability, and as it offers a lot of value, the Department would like this feature to be part of the new EMR system.*

*I would like to request if this reporting capability can be added to the EMR, and if so, what would be the price for this addition?*

*If the feature cannot be added, I would like to book an appointment to negotiate the offer in person.*

*Regards,*

*Student Name*

*Procurement Officer*

Regards,

<<Add your name here>>

<<Add your job position here>>

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## Email Template

To:	<<Add name[s] and position title of main email recipients here>> <i>Clinic to Cloud</i>
From:	<<Add your name and position title here>> <i>Procurement Officer, Student's name</i>
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> <i>24.03.23, 10:30 a.m.</i>
Subject:	<<Add the subject of the email here>> <i>Electronic Medical Records (EMR) system</i>
Attachments:	<<Add the name of any attachments here>>

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

*Dear Clinic to Cloud team,*

*I am sending you this email as I would like to discuss the quote for the new EMR system. After careful review, our technical experts pointed out that your EMR system is missing the ability to report on Patient Engagement [patient engagement metrics, such as patient portal usage, patient satisfaction surveys, and patient-generated health data].*

*Our current EMR has this reporting ability, and as it offers a lot of value, the Department would like this feature to be part of the new EMR system.*

*I would like to request if this reporting capability can be added to the EMR, and if so, what would be the price for this addition?*

*If the feature cannot be added, I would like to book an appointment to negotiate the offer in person.*

*Regards,*

*Student Name*

*Procurement Officer*

Regards,

<<Add your name here>>

<<Add your job position here>>

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## Task 5

The suppliers came back to you with the following information:

- Clinic to Cloud was not able to fulfil the requirement of adding the Patient Engagement feature, but they were happy to drop the price to \$35,000. The new price breakdown is as follows:

Total cost: **\$35,000**

- Implementation costs: \$30,000
  - licensing fees: \$1,700
  - ongoing support and maintenance costs: \$3,300
- MedicalDirector was able to fulfil the requirements of adding the Patient Engagement feature, but the final price will now be \$42,500.



You will now need to select the provider and finalise the draft evaluation report from Task 3. Update the ratings and the recommendations section by adding the new information received from the suppliers. In your recommendations section, you will need to state clearly the preferred supplier. Save it as **Evaluation Report – Final**.

**Assessor instructions:** Students must select Clinic to Cloud as the MedicalDirector price is now over budget and according to the case study the Department stated that the project cannot exceed the budget. Then they will need to update their draft evaluation report from Task 4 according to the instructions provided. A sample final evaluation report is provided under the name **Evaluation Report – Final – Assessor Guide**.

### Task 6

You will now need to obtain approvals for the recommended offers from all the relevant stakeholders [see organisational chart]. **Send an email** to all the managers as well as the head of the Australian Department of Health to request approval using the template provided below.

In your email, you will need to:

- Explain the reason for your email
- Give a short summary of the process that has been followed so far
- Attach the final evaluation report
- Request approval

[Approx. word count: 150 - 200 words]

**Assessor instructions:** Students must send an email as per the instructions above. Their words will vary, but their response needs to reflect the content in the sample email below.

<h2>Email Template</h2>	
To:	<<Add name(s) and position title of main email recipients here>> John Smith, Head of the Australian Department of Health Peter Green, Manager of Finances Elaine Todd, Manager of Legal Bella Orlando, Manager of IT and Communications
From:	<<Add your name and position title here>> Procurement Officer, Student's name
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>>

	24.03.23, 10:30 a.m.
Subject:	<<Add the subject of the email here>> New Electronic Medical Records (EMR) system
Attachments:	<<Add the name of any attachments here>> Final Evaluation Report
Dear <<Add email recipient(s) name here>>,  <<Add message here>>  <i>Dear John, Elain, Peter and Bella,</i>  <i>I am sending you this email as I would like to inform you about the procurement process for the New EMR and request your approval to proceed with the recommended provider.</i>  <i>The evaluation panel member and I had a meeting to evaluate the offers received from the providers. We concluded with two recommended providers. After one of our technical experts reviewed the offers, he proposed to renegotiate crucial aspects of the EMR to achieve the best outcome for the Department.</i>  <i>After negotiation with the providers, we came to the conclusion of using Clinic to Cloud as the provider for our new EMR system.</i>  <i>Details of the evaluation process as well as the criteria, weighing, ratings and recommendations, can be found in the evaluation report attached.</i>  <i>I would like to kindly request you review the evaluation report and give me your approval to proceed with the recommended supplier.</i>  <i>If you have any questions or require further clarification, please do not hesitate to contact me.</i>   <i>Regards,</i>  <i>Student Name</i>  <i>Procurement Officer</i>	
Regards, <<Add your name here>> <<Add your job position here>>	
Australian Department of Health	1 King Street, Sydney, NSW 2000 Phone: 02 987 654

### Task 7

You will now need to notify the successful provider by sending them an **email** using the template below. Fill out all the template using the information of the successful provider.

[Approx. word count: 50 - 100 words]

**Assessor instructions:** Students must send an email as per the instructions above by filling out the email template below. They need to send the email to Clinic to Cloud as the successful provider.

## Email Template

To:	<<Add name(s) and position title of main email recipients here>> Clinic to Cloud
From:	<<Add your name and position title here>> Procurement Officer, Student's name
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 24.03.23, 10:30 a.m.
Subject:	<<Add the subject of the email here>> Electronic Medical Records (EMR) system
Attachments:	<<Add the name of any attachments here>>

Dear [Insert salutation]

Re: [Insert procurement activity]

The [insert agency name] is pleased to inform you that your organisation has been selected as the preferred supplier for the [insert procurement activity].

The contract documents will be sent to you for signature in due course.

Should you have any questions, please contact [insert name of the contact officer for the procurement activity] on [insert phone number] or by email [insert email address].

Regards,

<<Add your name here>>

<<Add your job position here>>

*Sample answer:*

Dear *Clinic to Cloud team*

Re: *New EMR system*

The *Australian Department of Health* is pleased to inform you that your organisation has been selected as the preferred supplier for the *New EMR system*, subject to signing the customer contract.

The contract documents will be sent to you for signature in due course.

Should you have any questions, please contact (insert name of the contact officer for the *New EMR system* at *0123 235 235* or by email *at info@procurement.com*.

*Regards,*

*Student Name*

*Procurement Officer*

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**Assessment checklist:**

Students must have completed all seven [7] tasks within this assessment before submitting. This includes:

1	Task1: Email	<input type="checkbox"/>
2	Task 2: a) Email b) Roleplay	
3	Task 3: Email	
4	Task 4: Two [2] Emails	
5	Task 5: Evaluation Report	
6	Task 6: Email	
7	Task 7: Email	



**Congratulations, you have reached the end of Assessment 2!**

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