PSPPCM006

Select providers and develop contracts

Assessment 3 of 4

Project

Assessment Instructions

Task overview

This assessment task is divided into three (3) 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
- Probity Principles
- Contract

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 was seeking to select a provider for a new Electronic Medical Records (EMR) system.

In the previous assessment, you selected the preferred provider, and now you will need to develop and formalise the contractual agreements.

Task 1

a) You will need to **send an email** to all senior managers to obtain approval to enter the negotiations with the provider in order to develop the final contract. In your email, you will need to ask them for any suggestions they might have or if there are specific terms they feel that should be added to the contract. Find the names of the managers in the organisational chart below:
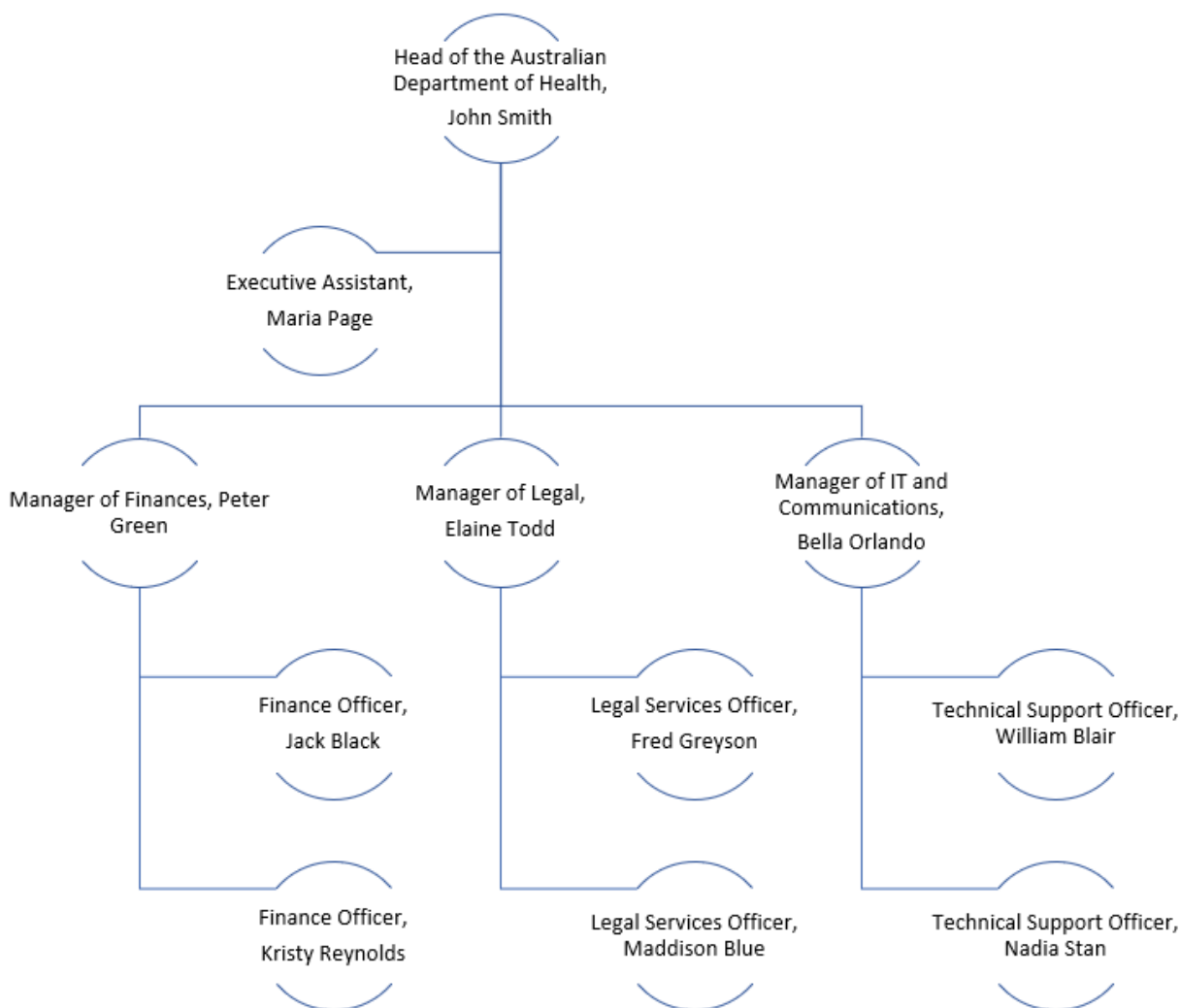
[Approx. word count: 80 - 100 words]

Assessor instructions: Students must review the organisational chart and select the team members to form the panel covering the requirements in the instructions.

In their email, they will need to:

- Ask for approval to enter the negotiations with the provider.

- Ask for suggestions or specific terms to be added.

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>> Manager of Finances, Peter Green Manager of Legal, Elaine Todd Manager of IT and Communications, Bella Orlando
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>> Seeking approval to enter negotiations
Attachments:	<<Add the name of any attachments here>>

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

<<Add message here>>

Dear Peter, Elaine and Bella,

I am sending you this email to request your approval to enter the negotiations with the provider in order to develop the final contract.

I would really appreciate your input. So, if you have any suggestions or you feel there are specific terms that need to be added, please let me know.

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

Regards,

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| | *Student Name* |
| | *Procurement Officer* |

Regards,

<<Add your name here>>

<<Add your job position here>>

Australian Department of Health	1 King Street, Sydney, NSW 2000
	Phone: 02 987 654

b) All the managers gave their approval to enter the negotiations. Elaine, the Manager of Legal, suggested, after a meeting with the other senior managers, that the following term should be added to the contract considering the importance of the Patience Engagement feature:

Term: When the provider is able to develop the requested feature of Patient Engagement, it will be added at no extra cost to the Department.

So, now you will need to enter the negotiations with the provider to agree to this term. You will conduct a **meeting** with the representative of Clinic to Cloud, Carol Lake, to negotiate the additional term and the final wording of the contract.

During your meeting, ensure that you:
- Are well prepared and communicate clearly.
- Explain the suggested Term to be added.
- Explain the importance of the missing feature of Patience Engagement
- List the reasons you believe the term should be added to the contract
- Be professional and comply with the organisational probity principles.

[Note: Your learning contains information to specifically help you understand how to negotiate the final wording of the contract.]

The meeting should not exceed 15 minutes in duration.

Assessor instructions: Students must negotiate the additional term with the representative of Clinic to Cloud and convince them to accept the addition of the term to the final contract. Students must cover all the points mentioned in the instructions.

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Role play instructions

In this task, you will participate in a role/play meeting with one (1) other. These may be sourced using one of the following options:

- peers to who 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 15 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:

Carol Lake, Clinic to Cloud representative

- Listen to the student's suggestion for the new term.
- Agree to add the term to the contract.

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.

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"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 one [1] other 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 15 minutes.

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

ACTIVITY	SATISFACTORY YES / NO		ASSESSOR COMMENTS
Task checklist			
Was the student:			
• Well prepared and communicated clearly			
• Explained the suggested Term to be added			
• Explained the importance of the missing feature of Patience Engagement			
• Listed the reasons you believe the term should be added to the contract			
• Professional and complied with the organisational probity principles			

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Now you will need to **send an email** to the senior managers, informing them that Clinic to Cloud agreed to add the term in the contract and you would like to obtain their approval to enter into contract.

Use the email template provided below.

(Approx. word count: 50 – 100 words)

Assessor instructions: Students must send an email to the senior managers to obtain their approval to enter the contract and inform them that the new term will be added.

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

<div style="border:1px solid">

Email Template

To:	<<Add name(s) and position title of main email recipients here>>
	Manager of Finances, Peter Green
	Manager of Legal, Elaine Todd
	Manager of IT and Communications, Bella Orlando
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>>
	Seeking approval to enter into a contract
Attachments:	<<Add the name of any attachments here>>

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

<<Add message here>>

Dear Peter, Elaine and Bella,

I am sending you this email to request your approval to enter into a contract with Clinic to Cloud.

I had a meeting with their representative, Carol Lake, and after negotiating with her the new term, she agreed for it to be added to the contract.

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

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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 3

a) The managers gave their approval, and now you will need to structure the contract using the **Contract Template** provided. When developing the contract, you will need to:

- Capture and address identified risks.
- Protect both parties.
- Provide the basis for the due performance.
- Outline expected standards of behaviour.
- Capture the key elements of the procurement plan.
- Ensure you comply with the probity principles.
- Review and keep up-to-date with relevant procurement legislation, policies and procedures (you can find out more about this in your learning material)
- **Note:** the software purchased is 6. "Developed Software". The new term should be added in section 5. Software Support Services, specifically under 5.4 Updates and New Releases.

The contract template is the official contract used by the Queensland Government, and further details can be found here [Create an ICT contract | For government | Queensland Government](#).

You will need to fill out the sections highlighted in yellow using the information provided in your case study. Any additional information that is not provided to you by the case study, you can assume based on the information you already have. Contact details and other information of key personnel of the supplier can be made up.

The sections that are not applicable should not be deleted. Just state "Not applicable" or "Nil" as per the instructions in the template.

Assessor instructions: Students must develop the contract using the template provided. In their contract, they must cover all the points mentioned above. They can assume the information that has not been given to them, but the information they insert must be consistent with the type of software purchased, the information they have so far from the case studies and the policies, procedures and standards of the industry.

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b) Send the contract to the Senior Managers to be reviewed, approved and signed using the email template below. In your **email**, ask Elaine Todd, the manager of legal, to confirm that the valid and legally binding to all parties.

[Approx. word count: 50 – 100 words]

Assessor instructions: Students must send an email to the senior managers to sign the contract and ensure that it is valid and legally binding to all parties.
Students' responses need to reflect the content in the sample answer provided below.

<table>
<tr><td colspan="2" align="center"><h2>Email Template</h2></td></tr>
<tr>
<td>To:</td>
<td><<Add name[s] and position title of main email recipients here>>

Manager of Finances, Peter Green

Manager of Legal, Elaine Todd

Manager of IT and Communications, Bella Orlando</td>
</tr>
<tr>
<td>From:</td>
<td><<Add your name and position title here>>

Procurement Officer, Student's name</td>
</tr>
<tr>
<td>CC:</td>
<td><<Add names and position titles of carbon copy email recipients here>></td>
</tr>
<tr>
<td>Date/time:</td>
<td><<Add the time and date of the email here>>

24.03.23, 10:30 a.m.</td>
</tr>
<tr>
<td>Subject:</td>
<td><<Add the subject of the email here>>

Contract</td>
</tr>
<tr>
<td>Attachments:</td>
<td><<Add the name of any attachments here>>

Contract</td>
</tr>
</table>

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

<<Add message here>>

Dear Peter, Elaine and Bella,

I am sending you this email to request you review, approve, and sign the attached contract.

Elaine, I would like to specifically request during your review to confirm that the contract is valid and legally binding to all parties. If not, please let me know so I can make the necessary amendments.

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I am looking forward to your response.

Regards,

Student Name

Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

Australian Department of Health	1 King Street, Sydney, NSW 2000 Phone: 02 987 654

c) Elaine confirmed that the contract is valid and legally binding to all parties, and all the managers sent you the signed contracts. Now you need to send the contract to Carol Lake from Clinic to Cloud **via email** and request it to be reviewed and signed by all the relevant stakeholders using the template below.

[Approx. word count: 20 – 50 words]

Assessor instructions: Students must send an email to Clinic to Cloud to sign the contract by all relevant stakeholders.
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>> Carol Lake, 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>> Contract

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Attachments:	<<Add the name of any attachments here>>
	Contract

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

<<Add message here>>

Dear Carol,

Please find attached the contract approved and signed by the Department. Can I please request it is reviewed and signed by all the relevant stakeholders at Clinic to Cloud and sent back to me at your earliest convenience?

I am looking forward to your response.

Regards,

Student Name

Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

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	Phone: 02 987 654

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Assessment checklist:

Students must have completed all three [3] tasks within this assessment before submitting. This includes:

1	Task 1:
	    a] Email
	    b] Roleplay
		☐

2	Task 2: Email	☐

3	Task 3:
	    a] Contract
	    b] Email
	    c] Email
		☐

Congratulations, you have reached the end of Assessment 3!

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