



PSPPCM007

Manage contracts

Assessment 2 of 5

Case study



Assessment Instructions

Task overview

This assessment task is divided into six [6] 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
- EMR Contract
- General Contract Conditions
- Probity Principles – Contract Management
- Risk Management Plan
- Contract Management Strategy
- Organisational Chart

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 this assessment, you will play the role of Jack Dean, the procurement officer of the Australian Department of Health.

The Australian Department of Health procured its new Electronic Medical Records (EMR) System from Clinic to Cloud – Software Company.

You have been assigned to manage this contract. (You can access the New EMR Contract in your student material on LMS)

Background

Procurement Requirements

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

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 had developed a set of **criteria** to assess the bids. These criteria included:

- 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 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.

The Department chose Clinic to Cloud after conducting the supplier evaluation. Clinic to Cloud scored the highest by offering the following:

- Their EMR has the ability to integrate with existing healthcare systems and workflows, and they offer technical support and maintenance services.
- Their EMR has above-average reporting and analytics capabilities to support data-driven decision-making.
- Reviews of previous customers suggest that the EMR is very user-friendly for healthcare providers and staff. The staff will require minimal training.
- Their EMR is compliant with Australian healthcare regulations and standards, including data privacy and security requirements.
- **Total cost: \$37,000**
 - Implementation costs: \$32,000
 - licensing fees: \$1,700
 - ongoing support and maintenance costs: \$3,300

However, the IT specialist discovered that the Clinic to Cloud did not offer the Patient Engagement Reporting feature that the previous EMR had, and that was a very important feature.

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 was the following:

- Total cost: \$35,000**
- Implementation costs: \$30,000
 - licensing fees: \$1,700
 - ongoing support and maintenance costs: \$3,300

After negotiations, it was decided that the Clinic to Cloud will add the new Patient Engagement Feature at no extra cost. A term that was also added to the contract.

The Patient Engagement Feature has always been a concern for senior managers. They feel that it might be a risk and that delays may be experienced in its development.

The contract start date was January 1, 2023.

You are currently in mid-April.

Task 1

- a) Your first task is to find the contract requirements, approvals and funding arrangements and identify obligations and limits of authority. To do so, you will need to locate and review the **EMR Contract** and fill out the table below.

Assessor instructions: Students must be able to locate and review the contract and fill out the table below.

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

Section 1: Contract Requirements

Products and Services and documents that form part of the Contract:

Applicable Products and Services

Licensed Software: **Clinic to Cloud's Electronic Medical Record (EMR) system, including implementation and ongoing support and maintenance services.**

Software Support Services: **Technical support and maintenance services for the EMR system.**

- Hardware
- Hardware Maintenance Services
- Licensed Software**
- Software Support Services**
- Developed Software
- As a Service
- ICT Professional Services

Documents

In accordance with clause 1.3(f) of the General Contract Conditions, the following documents are incorporated into the Contract by reference:

[a] Customer's Request for Quote (RFQ)

[b] Supplier's Response to the RFQ

In the event and to the extent of any inconsistency between the terms of the above documents, the order of hierarchy in descending order will prevail.

Additional Provisions

The following Additional Provisions are agreed by the parties under clause 1.4 of the General Contract Conditions:

- a) The Supplier must comply with all applicable laws, regulations and policies relating to data privacy and security, including but not limited to the Privacy Act 1988 [Cth] and the Australian Government Information Security Manual.
- b) The Supplier must ensure that all personnel engaged in providing Products and Services under this Contract hold and maintain appropriate security clearances, and must provide evidence of such clearances upon request by the Customer.
- c) The Supplier must ensure that all Hardware supplied under this Contract is certified as meeting relevant Australian standards for electrical safety and electromagnetic compatibility.
- d) The Supplier must report any security breaches or incidents to the Customer immediately upon becoming aware of them.
- e) The Customer reserves the right to perform security audits of the Supplier's systems and facilities at any time during the term of the Contract.
- f) The Supplier must provide training to the Customer's personnel in the proper use and maintenance of the Products and Services supplied under this Contract.
- g) The Customer may terminate this Contract immediately if the Supplier breaches any of the Additional Provisions specified in this clause.

Term

Start date

January 1, 2023

End date

December 31, 2025 (including any applicable warranty period and relevant service, maintenance, and subscription periods)

Extension options

The Customer may elect to extend the Term for an additional period of one year.

Notice period for extension

The Customer must provide written notice to the Supplier no less than 60 days prior to the end of the current Term to extend the Contract for an additional period.

Policies, codes of conduct, rules, standards and procedures

Site Policies

The Supplier shall comply with the following policies when accessing or using the Customer's premises or facilities:

(a) Health and Safety Policy;

(b) Security Policy; and

(c) Access and Visitor Policy.

Policies, codes of conduct, rules, standards and procedures

The Supplier must comply with the following policies, codes of conduct, rules, standards and procedures in supplying the Deliverables:

(a) The Customer's Information and Communications Technology (ICT) Security Policy;

(b) The Customer's Privacy Policy;

(c) The Customer's Workplace Health and Safety Policy;

(d) The Customer's Code of Conduct; and

(e) The Customer's Anti-Discrimination and Equal Employment Opportunity Policy.

Customer Inputs

Details of Customer Inputs to be provided

The Customer agrees to provide the following Customer resources to enable the Supplier to perform the Contract:

- Access to the Clinic's patient database and related information
- Access to Clinic's premises during business hours
- Any necessary documentation related to patient engagement

Documentation

The Supplier will provide the following Documentation during the Term:

- User manuals for the Patient Engagement platform
- Technical specifications for the platform's integration with Clinic's patient database
- Release notes for any updates or new features added to the platform

Section 2: Approvals and Funding Arrangements

Key Personnel

Name and Position

Emily Johnson, Account Manager

Contact details:

Phone: +1 (555) 123-4567

Email: emily.johnson@clinictocloud.com

Role/Key obligations: Manage the day-to-day operations of the account and act as the main point of contact for the customer. Ensure that the customer's needs are met and that the contract requirements are fulfilled.

Committed level: Full-time

Summary of Key Personnel's skills, qualifications and experience: Emily has over 5 years of experience in account management and customer service in the healthcare industry. She holds a Bachelor's degree in Business Administration.

Name and Position:

Dr. James Lee, Chief Medical Officer

Contact details:

Phone: +1 (555) 123-4568

Email: james.lee@clinictocloud.com

Role/Key obligations: Provide medical expertise and oversight for the project, ensure that clinical practices and protocols are in compliance with industry standards and regulations, and collaborate with the customer's clinical team to achieve project goals.

Committed level: Part-time

Summary of Key Personnel's skills, qualifications and experience: Dr. Lee is a board-certified physician with over 15 years of experience in clinical practice and healthcare management. He holds an MD degree from a reputable medical school and has published several articles in medical journals.

Name and Position

Sarah Patel, Implementation Specialist

Contact details:

Phone: +1 (555) 123-4569

Email: sarah.patel@clinetcloud.com

Role/Key obligations: Lead the implementation of the Clinic to Cloud software for the customer, provide training and support for the customer's staff, and ensure that the system is configured to meet the customer's needs.

Committed level: Full-time

Summary of Key Personnel's skills, qualifications and experience: Sarah has over 3 years of experience in software implementation and training in the healthcare industry. She holds a Bachelor's degree in Computer Science and has a certification in healthcare information technology.

Price and payment

Maximum price

The maximum total price for this Contract is \$35,000. This amount may not be exceeded except as expressly stated in the Contract unless the Customer consents.

Cap on liability

Supplier's liability cap

The Supplier's liability cap is \$100,000 or three times the amount of the Price payable under the Contract, whichever is greater.

Supplier's liability cap for loss of Customer Data

The Supplier's liability cap for loss of or damage to Customer Data is \$200,000 or five times the amount of the Price payable under the Contract, whichever is greater.

Customer's liability cap

The Customer's liability cap is \$100,000 or one times the amount of the Price payable under the Contract, whichever is greater.

Termination

No additional amount is payable under clause 21.3 of the General Contract Conditions if the Customer exercises its right of termination for convenience, other than the fees for the work supplied but not yet invoiced.

- b) Now you will need to send an email to Elaine Todd, the manager of the Legal department, explaining that you reviewed the contract, and you would like to confirm if all the terms and conditions have been followed so far and if the installation of the new EMR as well as the integration of the old system, have been completed.
- Also, you will need to ask for clarification in regard to your obligations and limitations of authority when managing the contract.

Before you send the email, access the **Probity Principles – Contract Management** document and comply with them when networking with diverse stakeholders.

To write your email, use the template below.

[Approx. word count: 60 – 80 words]

Assessor instructions: Students must be able to locate and review the contract and fill out the table below.

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

Email Template

To:	<<Add name(s) and position title of main email recipients here>> <i>Elaine Todd, Manager of the Legal Department</i>
From:	<<Add your name and position title here>> <i>Jack Dean, Procurement Officer</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>15.04.23, 10:30 a.m.</i>
Subject:	<<Add the subject of the email here>> <i>New Electronic Medical Records (EMR) system - Contract</i>
Attachments:	<<Add the name of any attachments here>>

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

<<Add message here>>

Dear Elaine,

I reviewed the contract, and I would like to confirm if all the terms and conditions have been followed and if the installation of the new EMR as well as the integration of the old system, have been completed.

I would also like to seek clarification in regard to my obligations and limitations of authority when managing the contract.

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

Regards,

Jack Dean
Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

**Australian
Department of
Health**

1/81 Constitution Ave, Canberra ACT 2600, Australia
+61 2 6289 1555

Task 2

The contract stated that the new EMR system will be up and running within 3 months and that the old system information will be integrated into the new system.

- a) Send an email to the Manager of IT and Communications, Bella Orlando, to confirm that these steps have taken place and everything is running smoothly. You will also need to ask her to provide you with information in regard to delays, if they experienced any. Before you send the email, access the **Probity Principles – Contract Management** document and comply with them when networking with diverse stakeholders. To write your email, use the template provided below.

[Approx. word count per explanation: 80 - 100 words]

Assessor instructions: Students must send an email to the Manager of IT and Communications to confirm that all the steps mentioned in the contract have taken place and that everything is running smoothly. They will also need to ask Bella to provide information regarding delays if they experienced any. In their email, it must be evident that they comply with the probity principles of the organisation.

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

Email Template

To:	<<Add name(s) and position title of main email recipients here>> <i>Bella Orlando, Manager of IT and Communications</i>
From:	<<Add your name and position title here>> <i>Jack Dean, Procurement Officer</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>15.04.23, 11:30 a.m.</i>

Subject:	<<Add the subject of the email here>> New Electronic Medical Records (EMR) system - Contract
Attachments:	<<Add the name of any attachments here>>
Dear <<Add email recipient(s) name here>>, <<Add message here>> <i>Dear Bella,</i> <i>I am sending you this email to confirm that the following steps of the contract with Clinic to Cloud in regards to the New EMR system have been implemented as agreed:</i>	
<ul style="list-style-type: none"> • <i>The New EMR is system is up and running</i> • <i>The old system's information has been integrated into the new system</i> 	
<i>If any of the steps above have not been implemented, please let me know of what stage they are in and any information you might have regarding the delay.</i>	
<i>If you have any questions, feel free to contact me.</i>	
 <i>Regards,</i> <i>Jack Dean</i> <i>Procurement Officer</i>	
Regards, <<Add your name here>> <<Add your job position here>>	
Australian Department of Health	1/81 Constitution Ave, Canberra ACT 2600, Australia +61 2 6289 1555

- b) Send an email to the Manager of Finances, Peter Green, to confirm that the invoices issued are correct and comply with the contract details.
Before you send the email, access the **Probity Principles – Contract Management** document and comply with them when networking with diverse stakeholders.
To write your email, use the template provided below.

[Approx. word count per explanation: 20 - 30 words]

Assessor instructions: Students must send an email to the Manager of Finances, Peter Green, to confirm that the invoices issued are correct and comply with the contract details. In their email, it must be evident that they comply with the probity principles of the organisation.

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

Email Template

To:	<<Add name(s) and position title of main email recipients here>> <i>Peter Green, Manager of Finances</i>
From:	<<Add your name and position title here>> <i>John Smith, Procurement Officer</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>15.04.23, 11:34 a.m.</i>
Subject:	<<Add the subject of the email here>> <i>New Electronic Medical Records [EMR] system - Contract</i>
Attachments:	<<Add the name of any attachments here>>

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

<<Add message here>>

Dear Peter,

I am sending you this email to confirm the invoices issued are correct and comply with the contract details.

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

Regards,

Jack Dean

Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

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Task 3

In this task, you will be required to identify key contract clauses and identify and confirm the process, timings, and key performance indicators with stakeholders.

- a) Firstly, you will need to access the **EMR Contract** and the **General Contract Conditions** and identify key contract clauses that relate to the Licensed Software, process, timings and key performance indicators and fill out the table below following the instructions.

Assessor instructions: Students must access the New EMR Contract and fill out the table according to the instructions provided. Students' wording may vary, but their responses need to reflect the content in the benchmark answers provided below.

<p>Key Contract Clauses</p>	<p><i>List the clauses that are stated in the contract under section 2, Licensed Software, and give a description for each clause. The description can be found in the General Contract Conditions - ICT Products and Services.</i></p> <p>The students will need to add all the clauses included under the Licensed Software section with the description of each clause.</p> <p>Example:</p> <ul style="list-style-type: none"> • Clause 5.3(b): (licence period) unless the Details specify a perpetual licence, the licence period for the Licensed Software is the period specified in the Details; <p>The clauses that need to be include are the following:</p> <ul style="list-style-type: none"> • Clause 5.3(b) • Clause 5.3(a)(i) • Clause 5.3(e) • Clause 5.3(f) • Clause 5.3(g) • Clause 5.3(h) • Clause 5.3(i)
<p>Process</p>	<p><i>Describe the process that will be followed. More specifically, describe the steps found in the contract under the 2.8 Delivery and installation requirements</i></p> <p>Benchmark answer:</p> <p>Site</p> <p>123 Main Street, Suite 500, Sydney 200</p>

	<p>Is the Supplier required to install the Licensed Software?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If the Supplier is required to install the Licensed Software, specify the requirements for the installation of the Licensed Software:</p> <p>The Supplier shall be responsible for installing the Licensed Software on the Designated Environment and shall provide all necessary hardware, software, and technical support to ensure the proper installation and configuration of the software.</p>
<p>Timings</p>	<p><i>Specify the start and end date as well as all the other timings as specified in the contract.</i></p> <p>Benchmark answer:</p> <p>Delivery Date</p> <p>Installation must be completed between January 1, 2023, and April 1, 2023</p> <p>The new feature must be released by June 1, 2023.</p> <p>Start of licence period</p> <p>The Actual Acceptance Date [AAD] of the Licensed Software [following installation between January 1, 2023 and April 1, 2023]'. </p> <p>End of licence period</p> <p>5 years after the start of the License Period</p>
<p>Key Performance Indicators</p>	<p><i>List and explain the KPIs for each deliverable as specified in the contract.</i></p> <p>Benchmark answer:</p> <p>KPI 1: Technical capability</p> <p>Integration with existing healthcare systems and workflows.</p>

The Licensed Software must be able to integrate seamlessly with the existing healthcare systems and workflows to avoid disruptions and ensure continuity of care for patients.

Availability of technical support and maintenance services: The supplier must provide technical support and maintenance services to ensure the Licensed Software operates optimally and to minimise downtime.

Note: The installation of the new Licensed Software as well as the integration of the old system should be completed **by April 1, 2023**.

KPI 2: System functionality and features

Robust reporting and analytics capabilities to support data-driven decision making.

The Licensed Software must have the ability to generate detailed reports and analytics to support data-driven decision making by healthcare providers and management.

Additional Provisions:

In consideration of the Customer **committing** to offer the new Patient Engagement Reporting feature free of charge when developed, the new feature must be released by **June 1, 2023**.

KPI 3: User experience and usability

User-friendly interface and ease of use for healthcare providers and staff.

The Licensed Software should have an intuitive interface that is easy to use for healthcare providers and staff, to minimise errors and maximise efficiency.

KPI 4: Compliance

Compliance with Australian healthcare regulations and standards, including data privacy and security requirements.

	<p>The Licensed Software must meet all relevant regulations and standards regarding data privacy and security to protect patient information and ensure confidentiality.</p> <p>KPI 5: Price</p> <p>Consideration of total cost of ownership, including implementation costs, licensing fees, and ongoing support and maintenance costs to not exceed the \$35,000.</p> <p>The Supplier must provide a cost-effective solution that fits within the budget of \$35,000 and includes all necessary implementation and ongoing support costs.</p> <p>Price breakdown:</p> <ul style="list-style-type: none"> ○ Implementation costs: \$30,000 ○ licensing fees: \$1,700 (yearly fee) ○ ongoing support and maintenance costs: \$3,300 (yearly fee)
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b) Now you will need to participate in a role play with Elaine Todd, the manager of Legal, to clarify any questions in relation to the contract clauses and confirm the process, timings and KPIs as identified in the table in Task 3 a.

During the role play, you will need to:

- Be well prepared and communicate clearly
- Present the key contract clauses
- Present the process and the timings and confirm that this is what has been happening so far
- Present the KPIs and clarify if the new feature has been added
- During your meeting, you will need to ensure you follow the Probity Principles of the organisation

The meeting should not exceed 15 minutes in duration.

Assessor instructions: Students must participate in a role play following the instructions provided.

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:

Elaine Todd, Manager of Legal

- Listen to the student's presentation.
- To their question about the new feature, you will need to respond that you are expecting the new feature. You had a meeting with Bella Orlando, the Manager of IT, two days ago, and she advised you that the IT Department have not heard about the progress on the new feature yet and that everyone is busy familiarising themselves with the new system.

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 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:				
<ul style="list-style-type: none"> Well prepared and communicate clearly 				
<ul style="list-style-type: none"> Presented the key contract clauses 				
<ul style="list-style-type: none"> Presented the process and the timings and confirm that this is what has been happening so far 				
<ul style="list-style-type: none"> Presented the KPIs and clarify if the new feature has been added 				
<ul style="list-style-type: none"> Followed the Probity Principles of the organisation 				

Task 4

In this task, you will be required to access and develop a **Risk Management Plan** using the template Risk Management Plan document provided in your resources on LMS. In your plan, you must identify at least three [3] risks, describe them, rate them, explain how you will be handled, and identify the person responsible for handling each risk and the due date. More information regarding how to develop your Risk Management Plan can be found in your learning resources. The Risk Management Plan Template has instructions as well as examples in each section.

Assessor instructions: Students must develop Risk Management Plan using the Risk Management Plan template in their resources. More instructions for the assessor are provided in each section of the **Risk Management Plan – Assessor Guide**.

Task 5

In this task, you will be required to obtain the **Contract Management Strategy** and enter key details from the contract in the following sections:

1. Introduction
2. Scope of goods/services
3. Pricing model
4. Relationship Structure
5. Key Performance Indicators
6. Risk Management

The Contract Management Strategy can be accessed on LMS.

Assessor instructions: Students must obtain the **Contract Management Strategy** and enter key details from the contract in the sections listed in the instructions above. More instructions for the assessor are provided in each section that needs to be filled out in the **Contract Management Strategy – Assessor Guide**.

Task 6

- a) You will be required to form a contract management team. To do so, you will need to access the **Contract Management Strategy** and fill out Appendix A – Roles and Responsibilities using the **Organisational Chart**. All mandatory sections of the table will need to be filled out.

Assessor instructions: Students must form a contract management team. They will need to access **Contract Management Strategy** and fill out Appendix A – Roles and Responsibilities using the **Organisational Chart**. All mandatory sections of the table will need to be filled out. More instructions for the assessor are provided in each section that needs to be filled out in the **Contract Management Strategy – Assessor Guide**.

- b) Now, you will be required to send an email to all the team members informing them that:
- a. they will be part of the team management team based on their role in the organisation
 - b. attach a copy of the Contract Management Strategy
 - c. direct them to the correct section to find out more about their roles and responsibilities as part of the contract management team.

Use the template below to write your email.

[Approx. word count: 50 – 100 words]

Assessor instructions: Students must send an email to all the team members covering all the bullet points mentioned in the instructions above. Students' words may vary, but their email content needs to reflect the content in the sample answer provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>> <i>Students will need to insert all the team members they chose in Appendix A – Roles and Responsibilities of the Contract Management Strategy.</i>
From:	<<Add your name and position title here>> <i>Jack Dean, Procurement Officer</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>15.04.23, 11:30 a.m.</i>
Subject:	<<Add the subject of the email here>> <i>Roles and Responsibilities or Contract Management Team</i>
Attachments:	<<Add the name of any attachments here>> <i>Contract Management Strategy</i>

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

<<Add message here>>

Dear team,

I am sending you this email to inform you that a new contract management team has been formed to manage the contract for the new EMR System with Clinic to Cloud. Based on your role, you are required to assist with the management of this contract.

I have attached a copy of the Contract Management Strategy. For more details regarding your responsibilities, please review Appendix A – Roles and Responsibilities.

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

Regards,

Jack Dean

Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

Australian Department of Health	1/81 Constitution Ave, Canberra ACT 2600, Australia +61 2 6289 1555
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Assessment checklist:

Students must have completed all six (6) tasks within this assessment before submitting. This includes:

1	Six (6) tasks are to be completed in the spaces/format provided.	<input type="checkbox"/>
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Congratulations, you have reached the end of Assessment 2!

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