



PSPPCM007

# Manage contracts

## Assessment 5 of 5

Case study



## Assessment Instructions

### Task overview

This assessment task is divided into four (4) 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
- Contract Review



## 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

This is a continuation of the Case Study in Assessment 4.

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

It's been 2 months since the Senior managers agreed to continue with Clinic to Cloud on the basis that they will hire extra staff to support the needs of the Department and offered 3 months free of charge technical support.

Elaine has requested your assistance in following up with the IT team to verify whether Clinic to Cloud has indeed delivered on the agreed terms.

## Task 1

You will need to send an email to Bella Orlando, the IT and Communications Manager and ask her to verify whether Clinic to Cloud has indeed delivered on the agreed terms and if the IT team members are satisfied with the technical support received.

Use the template below.

[Approx. word count: 50 – 100 words]

**Assessor instructions:** Students must send an email to Bella Orlando, the IT and Communications Manager and ask her to verify whether Clinic to Cloud has indeed delivered on the agreed terms and if the IT team members are satisfied with the technical support received.

Students' wording may vary, but their email 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>> Bella Orlando, Manager of IT and Communications
From:	<<Add your name and position title here>> Jack Dean, Procurement Officer
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 15.04.23, 10:30 a.m.
Subject:	<<Add the subject of the email here>> Inquiry Regarding New EMR System and Patient Engagement Feature

Attachments:	<<Add the name of any attachments here>>
Dear <<Add email recipient(s) name here>>,  <<Add message here>>	
<p><i>Dear Bella,</i></p> <p><i>I hope this email finds you well.</i></p> <p><i>I am reaching out to request your verification on whether Clinic to Cloud has fulfilled the agreed-upon terms. Additionally, we would like to know if the IT team members are satisfied with the technical support provided from Clinic to Cloud in the last 2 months.</i></p> <p><i>If you have any questions, feel free to contact me.</i></p> <p><i>Regards,</i></p> <p><i>Jack Dean</i></p> <p><i>Procurement Officer</i></p>	
<p>Regards,</p> <p>&lt;&lt;Add your name here&gt;&gt;</p> <p>&lt;&lt;Add your job position here&gt;&gt;</p>	
Australian Department of Health	1/81 Constitution Ave, Canberra ACT 2600, Australia +61 2 6289 1555

## Task 2

### Case study

The IT team recently reported that the new EMR (Electronic Medical Record) system is not performing up to the expected speed, and they are still facing difficulties in receiving the technical support they need. In an attempt to handle the increased workload, they tried to develop internal measures, but unfortunately, this put an enormous amount of pressure on the IT department. They are very unhappy with the performance of the system, more specifically, its technical capability and its user experience and usability. They also mentioned that they are still waiting for the Patient Engagement Feature and that Clinic to Cloud has not given any updates regarding its delivery date.

- a) Send an email to the Legal Department advising them that the contract needs to be terminated on the basis of non-performance. In your email, you will need to specify:
- The reason for termination
  - Which KPIs were not achieved
  - Which additional provisions were breached

- Contract variations in relation to the Patient Engagement Feature

To do so, you will need to access the EMR Contract and the Contract Management Strategy and use the template below.

[Approx. word count: 180- 220 words]

**Assessor instructions:** Students must send an email to the Legal Department advising them that the contract needs to be terminated on the basis of non-performance. In their email, they will need to specify:

- The reason for termination
- Which KPIs were not achieved
- Which additional provisions were breached
- Contract variations in relation to the Patient Engagement Feature .

Students' wording may vary, however, their 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>> <i>Elaine Todd, Manager of Legal</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>Contract termination</i>
Attachments:	<<Add the name of any attachments here>>

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

<<Add message here>>

*Dear Elaine,*

*I hope this email finds you well. I would like to inform you that, after careful consideration, I believe that the contract with Clinic to Cloud needs to be terminated on the basis of **non-performance**.*

*The following KPIs were not achieved:*

**1. KPI 1: Technical capability**

- 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.*

**2. KPI 3: User experience and usability**

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

**3. KPI 2: System functionality and features**

*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.*
- Even after the **variation** and the date extension for the delivery of this feature, Clinic to Cloud failed to deliver the feature.*

*If you have any questions, please do not hesitate to reach out to our legal department.*

*Thank you for your understanding.*

*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

- b) Then, you will need to send an email to Clinic to Cloud using the template below. You will need to:
- Inform them of the termination of the contract.
  - Make reference to the termination letter drafted by the Legal team
  - Let them know that if they have further questions, they can reach out to the legal department.

[Approx. word count: 50 – 80 words]

**Assessor instructions:** Students must send an email to Clinic to Cloud using the template below. You will need to:

- a. Inform them of the termination of the contract.
- b. Make reference to the termination letter drafted by the Legal team
- c. Let them know that if they have further questions, they can reach out the legal department

Students' wording may vary, however, their 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>> Emily Johnson, Clinic to Cloud
From:	<<Add your name and position title here>> Jack Dean, Procurement Officer
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 15.04.23, 11:30 a.m.
Subject:	<<Add the subject of the email here>> Contract termination
Attachments:	<<Add the name of any attachments here>>

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

<<Add message here>>

*Dear Emily,*

*I hope this email finds you well. I would like to inform you that, after careful consideration, we have decided to terminate our contract with Clinic to Cloud.*

*For more information about the termination, please find attached the **Termination Letter**.*

*If you have any questions, please do not hesitate to reach out to our legal department.*

*Thank you for your understanding.*

*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 3

- a) Elaine has asked you to manage the contract's close-out activities. Your first task is to email Peter Green, the Manager of Finance, requesting clearance of all "Clinic to Cloud" invoices and the final account statement to be stored in the contract management records.

Use the template below.

[Approx. word count: 50 – 100 words]

**Assessor instructions:** Students must email Peter Green, the Manager of Finance, requesting clearance of all "Clinic to Cloud" invoices and the final account statement to be stored in the contract management records.

Students' wording may vary, but their email 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>Peter Green, Manager of Finance</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>Request for Invoice Clearance and Final Account Statement</i>
Attachments:	<<Add the name of any attachments here>>



Dear <<Add email recipient(s) name here>>,  <<Add message here>>  <i>Dear Peter,</i> <i>I hope this email finds you well. As the contract's close-out activities are underway, I kindly request your assistance in clearing all outstanding "Clinic to Cloud" invoices related to our agreement.</i> <i>Additionally, it would be immensely helpful if you could provide us with the final account statement for our contract management records. Your prompt attention to this matter would be greatly appreciated.</i> <i>Regards,</i> <i>Jack Dean</i> <i>Procurement Officer</i>	
Regards, <<Add your name here>> <<Add your job position here>>	
<b>Australian Department of Health</b>	1/81 Constitution Ave, Canberra ACT 2600, Australia +61 2 6289 1555

- b) Elaine has asked you to develop a transition to a new contract plan. She requested that you fill out the table below listing the steps that would be required to manage the transition to a new contract. To fill out the table below, it is recommended that you use the information provided in your learning resources regarding the "Transition to a new contract".

**Assessor instructions:** Students must fill out the table below listing the steps that would be required to manage the transition to a new contract.

To fill out the table below, it is recommended that you use the information provided in your learning resources regarding the "Transition to a new contract".

Students' wording may vary, but their responses need to reflect the content in the sample answer provided below.

Steps	Explanation
<i>List the steps involved in transitioning to a new contract</i>	<i>Provide a brief explanation of each step. [Approx. word count: 10 – 30 words]</i>
<i>Review current contract</i>	<i>Assess the current contract's performance, including the contractor's performance, compliance with contract terms, and any other relevant factors.</i>

<i>Define new requirements</i>	<i>Clearly define the requirements for the new contract, including scope, deliverables, timelines, and any other relevant factors.</i>
<i>Solicit new bids or proposals</i>	<i>Invite bids or proposals from potential new contractors based on the defined requirements.</i>
<i>Evaluate bids or proposals</i>	<i>Evaluate the bids or proposals received based on predetermined criteria, such as price, technical capabilities, experience, and other relevant factors.</i>
<i>Select new contractor</i>	<i>Select the most suitable contractor based on the evaluation results and obtain any necessary approvals as per organisational policies or contractual requirements.</i>
<i>Plan transition</i>	<i>Develop a detailed transition plan to ensure a smooth transfer from the existing contract to the new contract, including tasks, timelines, and responsibilities.</i>
<i>Communicate changes</i>	<i>Communicate the changes to all relevant parties, including internal stakeholders, the existing contractor, and the new contractor, to ensure a coordinated transition.</i>
<i>Update contract documentation</i>	<i>Update the contract documentation, including contract files, to reflect the transition to the new contract, including any changes in contractors, scope, or other relevant terms.</i>

#### Task 4

Elaine emphasized the utmost importance of conducting a contract management review to bolster and refine contract management practices in the future.

To do so, you will need to access and fill out the **Contract Review** template, following the instructions included in each section.

**Assessor instructions:** Students must access and fill out the Contract Review template, following the instructions included in each section.

More instructions for the Assessor are provided in the **Contract Review – Assessor guide**.

**Assessment checklist:**

Students must have completed all four [4] tasks within this assessment before submitting. This includes:

1	Four [4] tasks are to be completed in the spaces/format provided.	<input type="checkbox"/>
---	---	--------------------------



**Congratulations, you have reached the end of Assessment 5!**

**© UP Education Online Pty Ltd 2021**

Except as permitted by the copyright law applicable to you, you may not reproduce or communicate any of the content on this website, including files downloadable from this website, without the permission of the copyright owner.