

ICT procurement

Queensland Health Digital Standard

QH-IMP-470-2:2021

1. Statement

This standard establishes the mandatory and recommended elements required for consistent, engaged, effective and transparent information and communications technology (ICT) procurement, including digital procurement, on behalf of Queensland Health. ICT procurement will be planned and managed over the life of the project, product and/or service.

2. Scope

This standard applies to all employees, students, interns, volunteers, contractors, consultants and suppliers working for Queensland Health. Queensland Health consists of:

- Department of Health divisions, and
- Hospital and Health Services (HHSs).

Within this Standard, ICT procurement takes into consideration any agreements that contractually bind Queensland Health to a vendor or supplier, inclusive of the following ICT procurement approaches:

- Formal procurement activities under accepted vendor/supplier relationships
- Tenders and Standing Offer Arrangements (SOA)
- Procurement of subscription services, software, data or storage services
- Acceptance of complex licensing for ICT products and services
- Acceptance of pilot, prototype or trial agreements for ICT products and services
 - Donated equipment is included where equipment is to be used in HHS or Department of Health business activities
- Research agreements that include the provision ICT products or services.

The scope for this standard includes procurement of:

- Class 1 - ICT products or services, including all on-premise, off premise and cloud applications, systems and services
- Class 2 – Comprises the following:
 - Building Management Systems, speciality devices and operational technologies supported and connected to the Queensland Health network (or a network maintained and supported by the Department of Health divisions, HHSs or other entity) or that stores or extracts information.
 - Medical or biomedical devices and operational technologies that stores or extracts information, including where the ICT functions contribute to patient clinical care and treatment decisions.

3. Requirements

All ICT procurement activities must comply with the *Queensland Procurement Policy 2021*, which is the government's overarching policy for the procurement of goods and services. This standard should be read in conjunction with departmental or local HHS procurement and contract management policies, standards and procedures. The following requirements address specific ICT procurement obligations associated with the relevant steps in the procurement lifecycle.

3.1. All ICT procurement is identified early and planned to align with legislative and whole of government policy requirements, national and local artefacts

- 3.1.1. All procurement activities and local HHS and Department of Health governance processes must include mechanisms to assist in identifying where there is an ICT component. This may be supported by local checklists or guides.
- 3.1.2. Forward procurement planning should be informed by digital strategies and ICT Roadmaps.
- 3.1.3. Environmental and social impacts should be considered, and applied where suitable, during planning and incorporated in each stage of the procurement process. This may include procuring products that are designed to be easily maintained, upgraded, reused and recycled, and doing business with ethically, environmentally and socially responsible suppliers.
- 3.1.4. Product or service owners must be identified and notified. This should occur during the planning phase of ICT procurement activities.
- 3.1.5. All ICT procurement activities must consider and apply all relevant Queensland Health Information Security and Information Management standards to maintain appropriate confidentiality, integrity and availability.
- 3.1.6. Local Procurement and Contracts teams (or relevant local officers) must be engaged in the planning phase of the procurement lifecycle.
- 3.1.7. Procurements that are occurring as part of an ICT initiative lifecycle need to consider relevant governance requirements.

3.2. Total Cost of Ownership¹, support arrangements and ongoing ownership are to be considered upfront in all ICT procurement activities

- 3.2.1. To ensure that products and services are fit for the intended purpose and can be delivered as specified by suppliers, Information and Technology Specialists must be engaged to provide assurance and advice.

¹ Total Cost of Ownership takes into consideration all the costs associated with the purchase, operation, maintenance/support, refurbishment, financing and disposal of a product or service through its total lifecycle.

3.2.2. ICT procurement activities must adhere to the specific ICT procurement requirements of Queensland Government and Queensland Health policy artefacts listed in the supporting documents, which includes:

- Applying the ICT SME Participation Scheme
- Provisioned ICT services being considered in procurement options analysis, where suitable.

3.3. Design and requirement specifications are compliant with the Queensland Health Enterprise Architecture

3.3.1. An Architecture Preliminary Assessment (APA) must be completed with eHealth Queensland for any new solutions or services which meet the Queensland Health Enterprise Architecture thresholds.

3.3.2. All new or amended solutions or services that do not comply with the Queensland Health Enterprise Architecture are required to go through the formalised dispensation process detailed in the *Queensland Health ICT Policy Dispensation Standard*.

3.4. Appropriate product and service support models and transition strategies are considered before contract signing

3.4.1. Ongoing technical support requirements, product or service ownership, transition plans and contract management plan for the life of the product or service must be considered before contract signing.

3.4.2. Integration and testing requirements should be defined and funded, where appropriate.

3.4.3. Resources are in place to ensure the organisation is capable of managing the contract and supporting the product or service in the operational environment.

3.5. Contracts for ICT procurement activities are developed and managed in accordance with Queensland Government requirements

3.5.1. The Queensland Information Technology Contracting (QITC) framework is to be used when establishing or reviewing SOAs or contracts for Class 1 ICT Procurement. Where a new procurement is under an existing Government Information Technology Contracting (GITC) SOA the conditions of the SOA must be adhered to.

3.5.2. When establishing SOAs or contracts for Class 2 ICT Procurement, the SOA or contract must include any relevant ICT procurement policy obligations.

3.5.3. This does not preclude the use of QITC contracts for Class 2 products and services, for example physiological monitoring systems and imaging equipment, where appropriate.

3.5.4. All staff involved in developing ICT contracts must identify and manage conflicts of interest, and ensure decisions are transparent, defensible, and meet expected standards of probity and accountability, in alignment with the Queensland Procurement Policy.

- 3.5.5. Any staff involved in any aspect of an ICT procurement process are to ensure their actions are impartial and are seen to be impartial.
- 3.5.6. All staff involved in ICT procurement should be mindful that the actions of others, such as collusive tendering, may impair public confidence in public administration. Such actions may constitute corrupt conduct under the *Crime and Corruption Act 2001* and must be reported to your local Ethical Standards Unit or Crime and Corruption Commission Liaison Officer.
- 3.5.7. Appropriate engagement with legal services should be determined based on a risk assessment.

3.6. ICT procurement reporting requirements are adhered to

- 3.6.1. All ICT contractual reporting requirements are explicitly identified, documented and kept up to date.
- 3.6.2. Quarterly reporting is required for awards made under the ICT SME Participation Scheme including the ICT SME Access Incentive for contracts up to \$500k.
- 3.6.3. Annual Forward Procurement Plans comprising any significant ICT Procurement over \$250k will be submitted as requested to the Deputy Director-General eHealth Queensland to inform the investment pipeline.

4. Responsibilities

4.1. ICT procurement specific responsibilities

All obligations contained in the *Queensland Procurement Policy 2021* apply to all procurement activities. For ICT procurement these additional responsibilities apply:

- 4.1.1. The Local Procurement and Contracts Team (or relevant local officers) identify and lead local ICT procurement activities and provide support and advice to business areas within their HHS or Division in accordance with Queensland Government and Queensland Health ICT procurement requirements. They are responsible for ensuring tenders are published on QTenders, Information and Technology Specialists and legal services are engaged as required and any local ICT procurement documentation is completed.
- 4.1.2. The Contract Manager is the business representative who is the point of contact for suppliers on contract matters and is responsible for developing meaningful key performance indicators and monitoring contract performance and compliance. The Contract Manager must ensure the contract has been developed using the QITC framework or a GITC SOA (or includes relevant ICT procurement policy obligations for Class 2 ICT Procurement) and is managed in line with Queensland Government requirements.
- 4.1.3. Information and Technology Specialists are responsible for providing specialist advice and assurance as required throughout the entire procurement activity.
- 4.1.4. Data custodians and application custodians must be aware of responsibilities as outlined in the Queensland Health Data and application custodianship roles and responsibilities.

- 4.1.5. The Service or Product Owner is responsible for developing a product/service management plan, providing input and devising requirements, overseeing development stages and managing the risks of operating the product or service.
- 4.1.6. The Procurement Delegate or Procurement Approver is responsible for ensuring Information and Technology Specialists have been engaged throughout the procurement process and the process is conducted in accordance with Queensland Government and Queensland Health ICT procurement requirements.
- 4.1.7. Senior Responsible Owners (SROs) are the accountable officer for implementation of assurance activities and oversee compliance with applicable legislation. SROs are responsible for ensuring fit for purpose procurement against accurate, strategically aligned, business requirements in consultation with Information and Technology Specialists.
- 4.1.8. Deputy Directors-General and Health Service Chief Executives are responsible for ensuring that relevant employees are aware of and comply with this standard.
- 4.1.9. The Deputy Director-General eHealth Queensland, in their functional leadership role as the Queensland Health Chief Information Officer, leads strategy, direction and delivery of enterprise ICT products and services.
- 4.1.10. The Director-General, Queensland Health, is responsible for state-wide planning and managing major capital works (which includes ICT).

5. Legislation

- *Crime and Corruption Act 2001*
- *Financial Accountability Act 2009*
- Financial and Performance Management Standard 2019
- *Hospital and Health Boards Act 2011*
- Hospital and Health Board Regulations 2012
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Public Records Act 2002*
- *Right to Information Act 2009*

6. Supporting documents

This standard supports the Governance of ICT Initiatives Policy

Queensland Government

- Code of Conduct for the Queensland Public Service 2011

- Queensland Procurement Policy 2021
- Queensland Indigenous Procurement Policy
- Queensland Information Technology Contracting (QITC) framework
- Queensland Government Information Security Classification Framework (QGISCF)
- Queensland Government Supplier Code of Conduct (SCC)
- QGEA Hardware Currency Policy
- QGEA ICT SME Participation Scheme Policy and Standard
- QGEA ICT-as-a-Service Policy
- QGEA Information Security Policy (IS18)
- QGEA Print Service Policy
- QGEA Procurement and disposal of ICT products and services (IS13) policy
- QGEA Software Currency Policy

Queensland Health

- Data and Application Custodianship Policy suite
- Enterprise Architecture Dispensation Standard
- ICT Policy Dispensation Standard
- Information Security Policy
- Requirements of ICT Initiatives Standard
- Software Asset Management Policy
- Use of ICT Services and Devices Policy suite

Department of Health

- Enterprise Architecture Policy
- Procurement Approval Policy and Guideline
- Procurement Framework
- Statistical and Corporate Data Standardisation Standard

Useful Resources

- Architecture Preliminary Assessment (APA)
- Cyber Security Cloud Computing resources
- ICT Procurement - What are the corruption risks? - <https://www.ccc.qld.gov.au/publications/ict-procurement-what-are-corruption-risks>
- [ICT Vendor Digital Continuity Assurance Guide](#)
- Queensland Government Sustainable Procurement Guide – ICT Products

- Solution Architecture Preliminary Assessment (SAPA)

7. Definitions

Term	Definition
Class 1 ICT Procurement	The procurement of ICT products and services (<i>See ICT Products and Services definition</i>).
Class 2 ICT Procurement	The procurement of biomedical, Building Management Systems, speciality devices and operational technology supported and connected to the Queensland Health network (or a network maintained and supported by the Department of Health divisions, HHSs or other entity) or that extracts or stores data.
Contract - www.forgov.qld.gov.au/search-procurement-resources/definitions-and-interpretations	Contract means an agreement between a Customer and a Supplier, made up of the documents listed in the applicable contract conditions as forming part of the Contract.
ICT products and services	Digital or ICT products and/or services generally cover all types of technology (data, voice, video, etc.) and associated resources (end user computing, printing resources, etc.), which relate to the capture, storage, processing, retrieval, transfer, communication or dissemination of information through the use of electronic media. All equipment, software, facilities and services, including telecommunications products and services that carry voice and/or data, are all encompassed under ICT resources.
Information and Technology Specialists	This includes but is not limited to HHS ICT teams, Digital Partnership Team, Cyber Security, Health Information Management Services, Privacy and Right to Information, Digital Architecture Services and Biomedical Technology Services.
ICT Procurement (Includes class 1 and class 2)	The whole process of obtaining goods and services including research, pilots, proofs of concept, trials and chargeless acquisitions. Beginning with the identification of needs, procurement can include the functions of planning, design, standards determination, specification writing, selection of suppliers, financing, contract management, disposals and other related functions. For clarity, 'procurement' under this document does not include 'grants' as defined in the Financial Accountability Handbook administered by Queensland Treasury.
Operational Technology	Operational technology is the hardware and software used to monitor and control physical processes, devices, and infrastructure.
Procurement Delegate or Approver	Authorised Officer who has been formally appointed to this role in accordance with the Department of Health Procurement Approval Policy or relevant local HHS artefacts. A procurement delegation or approval role cannot be appointed to a contractor or consultant and cannot be exercised with an expenditure delegation for the same procurement activity.

Term	Definition
Queensland Health Enterprise Architecture thresholds	The Architecture and Standards Committee is required to endorse all solutions where at least one of the following applies: <ul style="list-style-type: none"> • The initiative impacts more than one HHS • The initiative requires the use of enterprise systems (e.g. HBCIS) or middleware services (e.g. CDR) • The total investment value is >\$500,000 (regardless of funding source) • The initiative is high risk or high complexity.
Senior Responsible Owner (SRO)	The Senior Responsible Owner has overall accountability for programs and projects to realise approved commitments within time, scope and budget. This position has the necessary authority to provide strategic leadership and is accountable for the successful delivery of the programs and projects.
Small and medium enterprise (SME)	A business employing less than 200 people.
Standing Offer Arrangement (SOA)	SOAs are formal agreements between Queensland Government and suppliers to supply products at an agreed price for an agreed period, as a result of a competitive offer process
Total Cost of Ownership (TCO)	Total Cost of Ownership takes into consideration all the costs associated with the purchase, operation, maintenance/support, refurbishment, financing and disposal of a product or service through its total lifecycle.

For further ICT definitions please refer to:

[Digital policy glossary](#)

Version Control

Version	Date	Comments
1.0	3 September 2021	New standard. Approved Director-General.
1.01	17 February 20223	Added to supporting documents: QH - ICT Service Continuity - ICT Vendor Digital Continuity Assurance Guide 1.0