

Expression of Interest for IT Provider

CTG Aboriginal Health is inviting you to submit a proposal for the provision of managed IT support services. The purpose of this RFQ is to identify and select a provider that can offer comprehensive IT support, maintenance, and strategic management services to ensure the effective and efficient operation of our IT infrastructure.

Background

CTG Aboriginal Health (CTG) is a not-for-profit Aboriginal Community Controlled Health Organisation (ACCHO) that operates in the West and Far West Region of New South Wales. It consists of three main service sites: Dubbo Aboriginal Medical Service, Gilgandra Local Aboriginal Medical Service, and Coonamble Aboriginal Medical Service. Each of these services is committed to addressing health inequality within the Aboriginal communities.

Scope of Work

Under the managed IT support service agreement, the selected provider will be required to provide the following services:

1. Australian based helpdesk support
2. Data backup and recovery services
3. Network management and maintenance
4. On premise and Azure data centre hosted server management and maintenance
5. Software updates and patch management.
6. Support for company endpoints (desktops and laptops)
7. Asset and lifecycle management
8. Strategic engagement and planning services, including:
 - a. A minimum of three CIO meetings per year
 - b. Development and maintenance of a Three-Year Roadmap
9. Onsite visit to all sites every 2 months.
10. A secure online data repository (documentary storage) service for our records management.
11. Integrate our online HRIS and Payroll systems.
12. Provide ICT and cyber security to prevent malicious software attacks and hacking.

The successful provider must have the capacity to deliver additional services on a quoted or hourly rate basis including:

1. IT audits and recommendations
2. IT consulting and strategic planning
3. Hardware and software procurement
4. Preparation of reports that support medical practice accreditation
5. After hours support
6. Emergency onsite visits to Coonamble, Gilgandra and Dubbo.

Eligibility Criteria for Vendor Selection:

To ensure that CTG receives the highest quality of service, the following key criteria must be demonstrated by the successful candidate:

1. Relevant experience and past performance including the ability to communicate technical terms and concepts in plain language
2. Customer service measures, including response times, resolve time and customer satisfaction result
3. Demonstrated knowledge and capacity to supply the services requested, with specific experience in maintaining and supporting Best Practice, Titanium and associated medical applications
4. Demonstrated skill set in deploying and supporting Linux
5. Support hours and availability
6. Details regarding any subcontractor arrangements to be utilised in delivery of the services
7. Pricing Schedule and any additional fees, including:
 - a. Per User Per Month charge
 - b. Details of standard hourly rates for non-agreement activities
 - c. Costs to attend onsite to Coonabarabran, Gilgandra and Dubbo
 - d. Pricing review schedule
 - e. Onboarding cost

Timeline

Submission Deadline: 28th February 2025

Contact Information

For any questions or further information regarding this RFQ and submissions, please contact:
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