

EXPRESSION OF INTEREST

*Telehealth equipment for
residential aged care homes
(RACHs)*

Release Date	07 March 2025
Application close	30 March 2025

Contents

<i>Enhancing Telehealth Equipment for RACHs</i>	3
<u>1.</u> Overview	3
<u>2.</u> Information about Central and Eastern Sydney PHN	3
• What are primary health networks?.....	3
• Our vision.....	3
• Our region, our community	3
<u>3.</u> Target population and eligibility	4
<u>4.</u> Program objectives and outcomes	4
<u>5.</u> Package descriptions and training	4
<u>6.</u> Responsibilities	5
<u>7.</u> Who can apply	6
<u>8.</u> Contract term	6
<u>9.</u> Submitting your application	6
<u>10.</u> How to contact us	6

Enhancing Telehealth Equipment for RACHs

1. Overview

This Expression of Interest (EOI) is for the provision of telehealth equipment in residential aged care homes (RACHs) across the Central and Eastern Sydney PHN (CESPHN) region.

CESPHN is receiving funding to support the Australian Government's response to the Royal Commission into Aged Care Quality and Safety (Royal Commission). The Royal Commission examined the complex issues being faced by senior Australians at the interface of the primary health care and aged care systems, such as: a lack of access to general practitioners (GPs) and allied health professionals in residential aged care homes (RACHs), difficulties accessing after-hours services, and inappropriate transfers to hospitals, all of which contribute to poor outcomes for senior Australians and increased pressure on the health system.

As part of this funding, the telehealth equipment program ("The Program") aims to increase availability and use of telehealth care for aged care residents. The program will aid participating RACHs to have appropriate virtual consultation facilities to support their residents through telehealth with primary care providers and for afterhours care.

CESPHN is seeking your participation in receiving a **Visionflex Mobile Telehealth Cart** to enhance virtual care and after-hours services in your facility.

The **Visionflex Mobile Telehealth Cart** is valued at **up to \$18,550 (excluding GST)**. The funding amount is **fixed under this agreement** and cannot be exceeded.

CESPHN will coordinate the entire **ordering and delivery process** through our preferred supplier, Visionflex. Equipment delivery will commence upon signing the agreement between CESPHN, the supplier, and individual RACHs. The Supplier will supply and install the equipment at a scheduled time you elect. Training will be provided to RACHs staff. The duration of the contract is twelve months with additional twelve months to cover the warranty period. Terms of the contract between the parties should be read in conjunction with this EOI guidelines, attached-Memorandum of Agreement- draft attached at Appendix A.

2. Information about Central and Eastern Sydney PHN

- **What are primary health networks?**

Primary health networks (PHNs) have been established with the key objectives of increasing the efficiency and effectiveness of medical services for individuals, particularly those at risk of poor health outcomes. They also aim to improve coordination of care to ensure people receive the right care in the right place at the right time.

PHNs are not for profit, regionally based organisations which aim to strengthen primary care by redirecting frontline health services to improve health outcomes of the community.

- **Our vision**

Our vision is better health and wellbeing of the people who live and work across our region. We are committed to investing in strategies that will contribute to individual and population health outcomes including fewer preventable deaths and hospitalisations, reduced health risks and health inequities and more prevention behaviours.

- **Our region, our community**

The Central and Eastern Sydney catchment spans 587 square kilometres. Our region stretches from Strathfield to Sutherland, as far east as Bondi, and also includes Lord Howe Island. We are the second largest of the 31 primary health networks across Australia by population, with over 1.5 million individuals residing in our region.

TELEHEALTH EQUIPMENT FOR RACHs

Our catchment population is characterised by cultural diversity, with an estimated 16,225 (1.05 per cent of total population) identifying as Aboriginal and/or Torres Strait Islander and forty percent of our community born outside Australia, and high population growth. Our boundaries align with those of South Eastern Sydney Local Health District and Sydney Local Health District. Refer to this template list of [postcodes](#) within the CESP HN catchment area.

For more information about our region visit the 'About CESP HN' page on our website at <https://www.cesphn.org.au/>

3. Target population and eligibility

The target population for this initiative is residential aged care facilities in the CESP HN catchment area. This program forms part of an existing grant for upgrading RACH telehealth infrastructure. RACHs who have already received a Visionflex cart from CESP HN in the financial year 2022-2023 will be excluded from this opportunity.

4. Program objectives and outcomes

The objectives of this initiative are to:

- Assist RACHs to have appropriate telehealth facilities and equipment to enable their residents to virtually connect with their healthcare providers.
- Provide training to participating RACH staff to support them to have the capabilities to assist their residents in accessing virtual consultation services.

The expected program outcomes of this initiative are to:

- Enable RACHs to virtually connect with their healthcare providers.
- Allow secure and quick transfer of information between healthcare providers.
- Improve workflows and provide ongoing education and training for RACH staff around virtual care.

5. Package descriptions and training

The Visionflex Medical Cart package includes the items listed in the table below

☐ – Visionflex Medical Cart

Components	Value (Ex GST)
AIO CART PROHD: AIO Professional Cart Including:	\$10232.00
Medical Grade Cart with Drawer	
Dell AIO Computer, 24", Intel-i5, 256/16GB, Win11Pro	
Wireless keyboard & Mouse	
Bluetooth Speaker/Microphone	
Patient Facing HD Camera on Telescopic Pole	
Patient Facing Monitor on Swing Arm	
ProEX Virtual Care Software - 12 Month Subscription:	\$4788.00
Access to the ProEX Virtual Care Software.	
Access to the Vision Telehealth Platform.	
Live virtual staff training sessions.	
Virtual set up training and support resources.	
Access to ProEX and Vision software updates.	
Support for all Visionflex provided devices.	

TELEHEALTH EQUIPMENT FOR RACHs

Components	Value (Ex GST)
Peripherals:	
VFECG3W1.01: Portable ECG Heart Monitor, 3-Wire	\$745.00
VFGEISKIT.01: GEIS General Examination Camera HD	\$2125.00
VFPULSEOX1.01: Fingertip Pulse Oximeter - Bluetooth	\$336.00
VFBLOODP2.01: Blood Pressure Cuff - Bluetooth	\$324.00
Training to RACHs staff: -Telehealth platform demonstration - guide to use of the telehealth equipment e.g. videos, written materials or instruction manuals -How to knowledge and capabilities to assist their residents in accessing virtual consultation services	\$0

The funds paid to purchase the equipment packages are a one off payment to the supplier via CESP HN and must not be used by the RACH for purchasing any additional software and hardware or the following: expenses relating to technical problems, IT support services, maintenance and replacement of software and hardware, or warranties claim other than the RACH making its own warranty claims directly with the manufacture as per product warranty documents supplied by the supplier and on supplier instructions.

6. Responsibilities

The supplier will facilitate this program through direct funding from CESP HN and is responsible for the efficient and effective delivery and installation of telehealth equipment.

RACH's responsibilities:

RACH's will,

- Allow access to premises for the Supplier to install equipment as per the agreement.
- Use telehealth equipment to enable their residents to virtually connect when needed with their primary health care professionals, specialists, and other clinicians.
- Participate in education and training sessions to increase their knowledge and capabilities to assist their residents in accessing virtual consultation services.
- Work with Australian Digital Health Agency (ADHA) and CESP HN to adopt and use the My Health Record (MHR) system.
- Consent to information being shared with ADHA, Department of Health and Aged Care, and Aged Care Research and Industry Innovation Australia (ARIIA).
- Refer all warranty claims relating to telehealth equipment to the supplier during the warranty period.
- Refer technical support during the warranty period to the supplier.
- Maintain equipment in good working order under the Trade Practices legislation.
- Retain the following insurances: Products and Public Liability Insurance -\$20 million; Workers compensation insurance per organisation requirements.
- Must return the equipment within eight weeks of the date of delivery due to a change of mind and inability to allow the supplier to deliver and install as per the agreement.
- Sign a 3-way Memorandum of Agreement with CESP HN and Supplier (draft attached at Appendix A).

Supplier's responsibilities:

The Supplier will,

- Deliver and support installation of telehealth equipment

- Provide training and education resources to guide the use of the telehealth equipment e.g. videos, written materials or instruction manuals.
- Provide other training as outlined in section 3 above.
- Provide ongoing technical support and assist with warranty claims within the warranty period for telehealth equipment.
- Issue invoices to CESP HN for payment.
- Hold the payments made under the agreement in escrow subject to delivering and installing the equipment according to the terms and conditions of the agreement.
- Supply supplier insurances: Products and Public Liability insurance - \$20 million; Professional Indemnity insurance - \$5 million; Marine Cargo Insurance to cover transit between the Supplier's warehouse to the point of delivery to the RACHs premises per organisation requirement; and Workers compensation insurance per organisation requirements
- Sign a 3-way Memorandum of Agreement with CESP HN and each RACH (draft attached at Appendix A).

CESP HN's responsibilities:

- Pay grants as the grant holder to the supplier.
- Pay invoice assigned by supplier in favour of RACH.
- Assist RACHs to have appropriate telehealth facilities and equipment to enable their residents to virtually consult when needed with their primary health care professionals, specialists, and other clinicians for the duration of the MOA.

Compliance with law

The RACH will be responsible for complying with the following legislation, regulation, and industry standards:

- Australian Consumer and Competition legislation and regulation.
- Australian Privacy legislations, regulations and standards.

7. Who can apply

Carts will be allocated on a **first-come, first-served** basis at the discretion of **CESP HN**. Additionally, if you took part in the **Virtual Care Grant 2022-23** and previously received a cart under that contract, you are not eligible for the current grant.

The funding for this Program excludes RACHs whose services are subject to sanctions, suspensions, or revocation orders. CESP HN under its funding obligations to the Commonwealth Government will take necessary steps to perform a check and due diligence to identify any services who's sanctioned and suspended, or a revocation order issued.

8. Contract term

The term of the contract is from the duration of the agreement signed between the CESP HN, supplier and individual RACHs.

9. Submitting your application

Please click on the [EOI link](#) and submit your application.

Once your facility is ready to complete the agreement, please reach out to Priyanka Pandita at p.pandita@cesphn.com.au or James Patterson at j.patterson@cesphn.com.au to organise execution of the MOA via DocuSign.

Applications close Sunday 30th March 2025.

10. How to contact us

All questions related to the EOI are to be directed to Priyanka Pandita at p.pandita@cesphn.com.au or James Patterson at j.patterson@cesphn.com.au or via telephone 0448364024.