



# Expression of Interest

EOI-2526-17 – Online Learning Management System



Release date / time	18/12/2025
Closing date / time	midnight 31/01/2026

# Contents

1. About COORDINARE .....	3
2. Expression of interest .....	3
3. Project background .....	3
4. Scope of services.....	4
5. Timeline .....	5
6. Submission requirements.....	5
7. Questions .....	5
8. Evaluation .....	5
9. Interpretation .....	5
10. Conditions of this Request for Quotation .....	6

## 1. About COORDINARE

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities. Our role is to improve the health and wellbeing of our community which is one of the largest rural and regional populations in NSW. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need. We also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our region stretches from Helensburgh in the north to the Victoria border in the south and inland to Cooma/Monaro, Queanbeyan, Yass and Goulburn.

More information about COORDINARE can be found on our [website](#), including [COORDINARE's Strategic Directions 2024-2027](#).

## 2. Expression of interest

COORDINARE is publishing this EOI to gauge interest of suppliers to provide a managed Learning Management System (LMS) to support the delivery of a wide variety of training topics relevant to health professionals. The issuance of the EOI marks the first stage of the multi-stage procurement process. The EOI responses will be assessed against the evaluation criteria, to assist COORDINARE forming the procurement strategy.

Following this EOI process, COORDINARE may proceed to formal procurement stage, guided by the interest and feasibility identified through this EOI. Please note that COORDINARE may only engage respondents from this EOI for subsequent stages.

## 3. Project background

COORDINARE has identified a need for a LMS to deliver a variety of training modules, including cultural competency, medication proficiency, virtual care and other essential topics. We intend to extend our capability to meet the diverse needs of several business areas, combining their requirements into a single, externally facing platform. The goal is to improve the efficiency and effectiveness of training programs while addressing challenges such as high hosting costs and user management capabilities.

The LMS will offer a self-directed, self-paced learning environment to support ongoing continuing professional development (CPD). The system will also enable the organisation to monitor learner progress, track user engagement, and provide tailored support as needed.

Through this Expression of Interest, COORDINARE seeks to enhance the delivery of cultural competency training and other educational modules to external participants such as General Practitioners, and primary health providers, ensuring high-quality, interactive, and accessible learning experiences.

## 4. Scope of services

COORDINARE invites you to submit a quote to provide subscription for an externally hosted cloud based LMS. The Moodle LMS should offer an intuitive, attractive and user-friendly interface allowing for assigning the different user roles. The LMS will host all of COORDINARE's courses, training content and resources that will be provided to both COORDINARE employees as well as external project partners such as primary care general practitioners, registered nurses, allied health professionals, et cetera.

The LMS provider will be required to:

- deliver interactive and comprehensive training modules, including videos, quizzes, reflection activities, and articles (provided by COORDINARE)
- capture and track user responses to ensure completion of all activities for certification. The solution needs to support learner progress, assessment results where appropriate, and analytics across learner groups.
- support various file types, including SCORM, MOV, AVI, WMV, MPEG, PPT, PPTX, JPEG, PNG, GIF and other similar or appropriate formats
- offer flexible licensing models to manage costs effectively, including options for self-hosting.
- facilitate the integration of surveys and regular content updates to maintain relevance and accuracy.
- Desirable: Integrate with existing systems like Salesforce for improved user management and data flow.

The following principles provide an overall framing for the development and delivery of the initiative.

- **User-Centric Design:** The LMS should prioritise user experience, ensuring ease of use and accessibility for all external participants.
- **Cost-Effectiveness:** The system should offer flexible licensing models and self-hosting options to manage costs efficiently.
- **Integration Capability:** The LMS must support various file types for content delivery and, ideally, integrate with existing tools like Salesforce.
- **Scalability:** The LMS will need to be able to host >1000 users with the ability to expand further over time. While the user base will be large, individual engagement levels are expected to be relatively low. The platform should be scalable to accommodate future growth and additional training modules. The solution must be able to evolve to be usable in low or limited bandwidth environments.
- **Regular Updates:** The system should facilitate regular content reviews and updates to ensure ongoing relevance and accuracy.

## 5. Timeline

The LMS provider is expected to deliver the service for at least 12 months.

## 6. Submission requirements

Please email [commissioning@coordinare.org.au](mailto:commissioning@coordinare.org.au) by midnight 31 January 2026 the following:

1. A proposal that broadly meets the above scope and a quote including pricing model, including one-time set up costs, recurring cost (such as subscription or licensing fee, maintenance and updates, hosting costs) and other additional/hidden costs (such as add-ons and integrations, support services, etc.).
2. Completed [Appendix 1: Supplier Assessment Questionnaire Form](#).  
Please ensure your submission adequately outlines the LMS platform you propose, with associated upfront and ongoing costs.

Documents which are directly relevant to your response can be attached. File formats accepted: word, excel, pdf and jpg files. Submissions are to be no longer than 5 pages.

## 7. Questions

Please direct all questions to the Business Team, on [commissioning@coordinare.org.au](mailto:commissioning@coordinare.org.au). A collated, de-identified response to all questions will be provided on the COORDINARE website to all interested parties.

## 8. Evaluation

Responses received will be evaluated based on as follows:

Proposed approach	Quality and feasibility of the proposed approach, including innovation and alignment with goals.
Relevant experience and qualifications	Demonstrated experience in similar projects.
Understanding of scope	Depth of understanding of the project requirements and objectives, as reflected in the proposal.
Value for money	Cost-effectiveness of the quotation, including clarity of pricing models and overall value.

## 9. Interpretation

The following table includes key term definitions relevant to this EOI.

Requirement	Details
-------------	---------

COORDINARE	The South Eastern New South Wales Primary Health Network and the organisation responsible for the EOI and the EOI process.
Closing time	The time specified by which EOI responses must be received.
Response(s) to EOI	A document/s lodged by a Respondent in response to this EOI containing a response to provide Goods or Services sought through this EOI process.
Respondent	An entity that submits a response to this EOI.
EOI Process	The process commenced by the issuing of this EOI and concluding upon formal announcement by SENSW PHN of the selection of a preferred respondent(s) or upon the earlier termination of the EOI process.
Expression of Interest (EOI)	This document and any other documents designated by SENSW PHN.

## 10. Conditions of this Request for Quotation

ABN/Taxation requirements	COORDINARE will only deal with Respondents who have an Australian Business Number (ABN).
Acceptance	Non complying submissions may be rejected. COORDINARE may not accept the lowest priced proposal and may not accept any proposal.
Additional information	COORDINARE reserves the right to request additional information from respondents. If additional information required by COORDINARE when, written information and/or interviews may be requested to obtain such information. Respondents are required to provide additional information at no cost to COORDINARE. COORDINARE may also provide additional information or clarification.
Assessment	COORDINARE reserves the right to engage a third party to carry out assessments of a Respondent's financial, technical, planning and other resource capability. COORDINARE is entitled to consider all information known to COORDINARE in relation to a respondent and their submissions when assessing submissions.
Conflicts of interest	Respondents must declare to COORDINARE any matter or issue which is or may be perceived to be or may lead to a conflict of interest regarding their submission or participation in the EOI process, or in the event their proposal is successful.
Expenses	All expenses and costs incurred by a Respondent in connection with this EOI including (without limitation) preparing and lodging a submission, providing COORDINARE with further information, attending interviews and participating in any subsequent negotiations, are the sole responsibility of the Respondent.



Explanations	Verbal explanations or instructions given prior to acceptance of a proposal shall not bind COORDINARE.
General	Respondents should familiarise themselves with this document and the separate online Submission Form and ensure that their proposals comply with the requirements set out in these documents. Respondents are deemed to have examined statutory requirements and satisfied themselves that they are not participating in any anti-competitive, collusive, deceptive or misleading practices in structuring and submitting the proposal.
Legal entity	COORDINARE will only enter into a contract with an organisation or individual with established legal status (e.g. under Corporations Law, Health Services Act, Trustee Act), or a natural person at least 18 years of age with mental capacity to understand the agreement.
Lobbying	Any attempt by any Respondent to exert influence on the outcome of the assessment process by lobbying COORDINARE staff, directly or indirectly, will be grounds for disqualification of the proposal from further consideration.
Ownership	All submissions become the property of COORDINARE once lodged. COORDINARE may copy, or otherwise deal with all or any part of a submission for the purpose of conducting evaluation of submissions.
Negotiation	COORDINARE reserves the right to negotiate with short-listed Respondents after the EOI closing time and allow any Respondent to alter its submission. Contract negotiations are strictly confidential and not to be disclosed to third parties.
No contract	Nothing in this EOI should be construed to give rise to any contractual obligations or rights, express or implied, by the issue of this EOI or the lodgement of a submission in response to it. No contract will be created unless and until a formal written contract is executed between COORDINARE and a Respondent. Respondents will not be considered approved until a final service agreement is in place.
Notification of Probity Breach	Should any supplier feel that it has been unfairly excluded from responding or unfairly disadvantaged by the process, the supplier is invited to write to the Business Team at <a href="mailto:commissioning@coordinare.org.au">commissioning@coordinare.org.au</a>
Part applications	COORDINARE reserves the right to accept applications in relation to some and not all of the scope of activity described, or contract with one, more than one or no Respondent on the basis of the proposals received.
Process	COORDINARE reserves the right to withdraw from, or alter, the EOI process described in this document for whatever reason, prior to the signing of any agreement/contract with any party.
Relevant Information	COORDINARE reserves the right to consider any information in its possession which it consider may be relevant to a decision to enter into a contract with a successful provider.