



Virtual AI Officer

Empowering Regional
Australia with AI

Project Proposal

PHN: RFP Agentic Workflow





Table of Contents

↗ Introduction	3
↗ VAO Overview	4
↗ Proposal	5
↗ Project Approach	6
↗ Project Approach	7
↗ Outcome Vision	8
↗ Pricing Estimate	9
↗ Project Timeline	10
↗ Risks & Mitigation	11
↗ Contact Us	12



Introduction



This proposal outlines a pilot project to deploy an agentic AI service and workflow to assist Gippsland Private Health Network in the tender evaluation process. The objective is to reduce manual workload, enhance decision consistency, and establish a replicable, human-centric AI adoption model that Gippsland PHN can use and expand upon. The pilot will demonstrate a model with virtual AI agents that will autonomously assess responses across multiple criteria (e.g., bias, probity, value, equality, community) while maintaining human oversight. The initiative is designed to be scalable and serve as a template for future AI-driven process improvements.

3 Minutes

Est time to review 1 A4 Page

5 Pages

Assumption: Average answer per question

16 Questions

Assumption: Average questions per tender doc

4 Hours

Assumption: time taken to review per bid received for each reviewer



VAIO Overview



↗ About Us

Virtual AI Officer (VAIO) is an AI-driven business focused on delivering AI-powered products, services, and education to organisations of all sizes. VAIO aims to help organisations harness the power of AI to drive tangible impact. Our team focuses on autonomous AI agents, responsible AI advice, presentations, design thinking workshops and demos. We are a full service organisation for development, consulting, and education with over 25 years experience and have delivered projects and initiatives with the Australian peak AI body the National AI Centre.

↗ Mission

Our mission is to bring leading AI innovation to regional communities and businesses.

↗ Vision

Our vision is a world where Australia is the case study and global leader for Regional and Rural adoption and enablement through AI.



Proposal

↗ Problem Specification

Gippsland Private Health Network (PHN) conducts tender evaluations requiring teams to manually assess, score, and analyze numerous provider submissions based on weighted criteria such as compliance, value, equity, and community impact. This process is time-consuming, resource-intensive, and susceptible to inconsistencies, placing a significant burden on staff. As the organisation looks to improve efficiency and decision-making, there is an opportunity to leverage an agentic AI workflow that can automate preliminary evaluations, highlight key insights, and streamline consensus-building—reducing workload while maintaining transparency, accuracy, and human oversight. The goal is to implement a scalable Responsible AI-driven evaluation model that not only optimises tender assessments but also serves as a precedent for broader AI adoption across PHN's operations.



↗ Agent Assisted Workflow

Our proposed solution introduces an Agentic AI Workflow to streamline Gippsland PHN's tender evaluation process by leveraging a network of specialized AI agents. These agents will autonomously analyze submissions across key evaluation criteria—such as compliance, probity, value, equity, and community impact—providing structured insights and preliminary scoring. The AI system will assist rather than replace human decision-makers, ensuring transparency, reducing manual workload, and enhancing consistency in assessments. The workflow will culminate in a human-in-the-loop review, where evaluators can refine AI-generated insights, fostering a more efficient, accurate, and scalable decision-making process. This approach not only improves operational efficiency but also serves as a blueprint for future AI-driven optimizations across PHN's workflows.



Above is a conceptual workflow that engages AI Agents to reduce burden on human resources producing a more efficient and consistent outcome.

Current Challenges

- Time-Consuming Process
- Inconsistent Evaluations
- High Cognitive Load
- Transparency and Probity
- Scalability & Resourcing

Potential Agents

- Orchestrator Agent
- Compliance & Eligibility Agent
- Probity & Fairness Agent
- Value & Cost Analysis Agent
- Quality & Service Assessment Agent
- Social & Community Impact Agent
- Risk & Compliance Monitoring Agent
- Aggregation & Insights Agent

*Concept Only will be defined through design.



Project Approach





Project Approach

The project plan below has been constructed assuming a 12 Week Duration.
Deliverables will include;

- **Agentic AI Workflow:** A functional prototype that automates tender evaluation process
- **Evaluation Report:** Detailed analysis of performance metrics, user feedback and recommendations.
- **Documentation and Training:** User guides and training sessions to support adoption
- **Scalability Blueprint:** A framework for adoption and development of the solution.

↗ Requirements & Process Mapping

- Workshops/Interviews: Engage with key stakeholders to capture the tender evaluation criteria, scoring weightings, and current pain points.
- Mapping: Document the current workflow and identify areas where AI can add value.

↗ System Design & Architecture

- Agent Design: Define virtual AI agents, each specialized in assessing specific dimensions (e.g., bias, probity).
- Integration Planning: Outline how the agents will integrate with existing systems (or operate as a stand-alone module) and how data will flow between agents and human evaluators.

↗ Development & Integration

- Prototype Development: Build an initial prototype of the agentic workflow using agile development practices.
- Integration: Ensure seamless data exchange, either via API connections or other middleware solutions, to support real-time evaluation.

↗ Testing & Iteration

- Pilot Testing: Run the workflow on historical and live tender submissions.
- Feedback Loops: Collect input from staff to refine scoring models and workflow adjustments.
- Iteration: Adjust agent algorithms and the user interface based on test outcomes.

↗ Evaluation & Reporting

- Performance Metrics: Measure reduction in processing time, improvement in scoring consistency, and overall staff satisfaction.
- Reporting: Compile a detailed report with findings, lessons learned, and recommendations for broader rollout.

↗ Training & Change Management

- Workshops: Conduct training sessions to demonstrate the workflow and build user confidence.
- Documentation: Provide clear, accessible user guides and support materials.



Outcome Vision



↗ Success Measures

We aim to reduce processing time and cost per tender through our AI Agent Workflow by 30-40% without impacting (or improving) consistency and accuracy.

Reduction in Time to Process



Cut processing time by 30-40% tracking total turnaround time from receiving a tender to final decision.

Improved Accuracy/Consistency



Measure evaluator variance score before and after introducing the AI workflow.

Cost Saving per RFP



Hours saved per tender multiplied by hourly rate of assessors.

↗ Solution

Our solution will integrate AI-driven agents to streamline tender evaluations, automating key assessments while ensuring human oversight. This will enhance efficiency, consistency, and transparency, reducing manual workload and setting the foundation for scalable AI adoption within PHN.

↗ Outcome

The vision is to create an AI-assisted tender evaluation process that reduces workload, enhances accuracy, and ensures transparency while keeping human expertise at the core. This pilot will serve as a model for scalable, ethical AI adoption across PHN's operations.



Pricing Estimate

Estimates are based on hours. The project will invoice monthly based on the total figure below amortised over 12 weeks.

We will maintain detailed shared log of timesheets and present with monthly invoices against which the team can hold a joint monthly review of actual vs planned scope and spend.



Consulting & PM

\$15,813

- ✓ Stakeholder engagement, Process Mapping
- ✓ AI Adoption & Change Management

- ✓ Project Oversight & Reporting
- ✓ Strategic Roadmap & Scaling
- ✓ Governance & Compliance
- ✓ Est. 100 Hours



Development & Delivery

\$37,950

- ✓ AI Agent Development
- ✓ System Integration
- ✓ Testing & Validation

- ✓ User Interface & Dashboard
- ✓ Deployment & Training
- ✓ Est. 240 Hours



Estimated Total (Inc GST)

\$59,139

- ✓ Total cost amortised over project duration.
- ✓ Fixed all-inclusive Price
- ✓ Unrestricted Use and Ownership

- ✓ Designed as re-usable AI Framework for extended use.
- ✓ Return on Investment through efficiency gains. (Timeframe TBC)



Project Timeline

↗ Week 1-2

April 1-15 2025



Requirements &
Process Mapping

↗ Week 3-4

April 16-30 2025



System Design &
Architecture

↗ Week 5-8

May 2025



Prototype Dev &
Integration
Testing

↗ Week 9-10

June 1-15 2025



Live Pilot Testing
& Feedback

↗ Week 11-12

June 16-30 2025



Evaluation &
Training



Risks & Mitigation



1 Integration Challenges



Early Technical scoping and phased integration testing.

2 Data Quality & Consistency



Validate and standardise tender data inputs.

3 Staff adoption Resistance



Conduct comprehensive training and maintain an open feedback loop throughout the pilot.



Virtual AI Officer

Empowering Regional
Australia with AI



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Contact Us



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