



CONTRACT GUIDE

Contract 2020 ICT Services Approved Supplier Panel

CONTRACT PERIOD: Extended for up to 12 months from 29 February 2012

Updated: March 2012

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Contract Summary

The establishment of the ICT services approved supplier panel is a significant part of the government ICT strategic plan, which aims to deliver effective and efficient procurement solutions and savings on products and services across agencies.

The ICT Services approved supplier panel comprises of a diverse range of ICT services, in over 30 categories and 130 sub categories.

Supporting the contract is the ICT ePortal, which facilitates requests for quotes and vendor performance reviews.

Contact Us

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Always ensure you obtain the latest version of the user guide.

Updated versions of this and other user guides are available by phoning 1800 NSW BUY (1800 679 289) or visiting our [website](#).

Introduction

This user guide is designed to provide customers with all the necessary information needed to utilise contract 2020 - ICT services approved supplier panel.

NSW Procurement provides a full range of procurement services for government agencies and other clients, including contract management of common use contracts. These are state contracts, on a rolling one to five year renewal cycle, for the supply of products and services in common use across many agencies.

The contract is for supply of ICT Services within the defined service categories and has been extended for a period of up to 12 months from 29 February 2012

This state contract allows users to achieve considerable cost savings due to the combined purchasing power of the state government. It offers value for money including competitive rates, and a quality range of products.

Section 1 – Accessing the Contract

State contracts are established under the authority of the State Contracts Control Board and administered by NSW Procurement.

A list of the categories of organisations eligible to purchase from the state contracts is given in Section 5 of this guide. Most eligible organisations have already registered with NSW Procurement, in which case they have immediate access to the contracts.

To register as a new customer, visit www.nswbuy.com.au > buying for government > register now. You can either complete the process online, or download an application form for completion. Once approved, you will be advised of your NSWBUY identification number and are then eligible to use any of the state contracts administered by NSW Procurement.

Phone 1800 NSWBUY (1800 679 289) if you have any problems completing your application form, or if you wish to check your registration status.

Prices

Maximum rates for each supplier are available on smartbuy® or by contacting the NSW Procurement client support centre on 1800 nswbuy or email nswbuy@services.nsw.gov.au.

Eligible customers are encouraged to issue a request for quote (RFQ) to at least three vendors at all times, either via the ICT ePortal or the NSW Government eTendering website.

smartbuy®

smartbuy® is the NSW Government's electronic procurement system that supports departments and other authorised buyers to facilitate the procurement processes

Contractors rates under Contract 2020 ICT Services are available on smartbuy® or by contacting the nswbuy

For more information visit the website at www.nswprocurement.com.au or contact the NSW Procurement Client Support Centre on 1800 NSW BUY (679 289) or nswbuy@services.nsw.gov.au.

ICT ePortal

This has been designed by NSW Procurement to assist in streamlining ICT purchases for NSW Government agencies.

The online portal allows buyers direct access to a comprehensive range of ICT services, provided by a number of small, medium and large accredited suppliers.

From software development, internet products and services to IT consultancies, this innovative approach to purchasing will save you time and money. Within minutes, agencies can request quotes from single or multiple suppliers.

For further information, please phone the Client Support Centre on 1800 NSW BUY (1800 679 289) or email nswbuy@services.nsw.gov.au.

Placing an order – the ICT ePortal ‘Seven Step System’

The ICT ePortal provides buyers with a Seven Step System to ICT services purchasing:

1. CREATE

Create a project or request for quote (RFQ). The user completes the name of project, a brief overview of the project and chooses a response date and time.

2. SELECT

Select and add the service elements specific to the project. There are 31 major ICT service categories, with a choice of 135 sub-categories.

3. CHOOSE

A range of suppliers with the capability to do the project will appear on your screen. Choose the supplier(s) you wish to quote.

4. UPLOAD

Upload your RFQ documentation. There is provision to attach multiple documents. We suggest you keep it relatively simple and streamlined.

5. SEND

Send out RFQ. The system will automatically generate RFQs to all the suppliers that you have selected, plus send out a reminder to those suppliers one day prior to the closing date.

6. REVIEW

Review and consider the responses.

7. AWARD

Award the work. The system then sends out an email to both the successful and unsuccessful suppliers, allowing the user to make the associated contractual purchasing arrangements.

Official order form

Requests for quotation and official orders are to be placed with the relevant supplier. By placing an order you are entering into a contract with the supplier.

From 29 February 2012, all new official orders must be placed using the form of customer contract set out in the new Procure IT framework (Version 3) located [here](#).

*You need to quote your NSWBUY identification number each time you use NSW Procurement contracts. If you are unsure of your number please contact NSW Procurement Client Support Centre.

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Section 2 – Range of Products

The ICT Services Approved Supplier Panel contains 32 service categories including:

- Analysis and Statistics
- Asset – materials management
- Business intelligence
- Collaboration
- Communication
- Content management
- Customer initiated assistance
- Customer preferences
- Customer relationship management
- Data management
- Development and integration
- Document management
- Documentations and Training
- Financial management
- Forms management
- Human capital – workforce management
- Human resources
- Knowledge discovery
- Knowledge management
- Maintenance & Support
- Management of processes
- Organisational management
- Records management
- Reporting
- Search
- Security management
- Site Cabling
- Supply chain management
- Systems management
- Testing Services
- Visualisation
- GSAS ERP Systems Implementation and Managed Services (ERP SIMS)
- IAMS Systems Implementation and Managed Services (IAMS SIMS)

Section 3 – Service Categories

The ICT Services Approved Supplier Panel contains over 30 service categories and 132 sub-service categories.

Service Code	Service Category	Sub Service Category	Sub-Service Code	Sub-Service Description
1	Customer relationship management	Call centre management	510	Handle telephone sales and/or service to the end customer
1	Customer relationship management	Customer analytics	511	Allow for the analysis of an organisation's customers, as well as the scoring of third-party information as it relates to an organisation's customers
1	Customer relationship management	Sales and marketing	512	Facilitate the promotion of a product or service and capture of new business
1	Customer relationship management	Product management	513	Facilitate the creation and maintenance of products and services
1	Customer relationship management	Brand management	514	Support the application of a trade name to a product or service as well as developing an awareness of the name
1	Customer relationship management	Customer / account management	515	Support the retention and delivery of a service or product to an organisation's clients
1	Customer relationship management	Contact and profile management	516	Provide a comprehensive view of all customer interactions, including all calls, e-mail, correspondence and meetings; also provides for the maintenance of a customer account, business and personal information
1	Customer relationship management	Partner relationship management	517	Provide a framework to promote the effective collaboration between an organisation and its business partners, particularly members of the distribution chain (e.g. channel and alliance partners, resellers, agents, brokers and dealers) and other third parties that support operations and service delivery to an organisation's customers; include performance evaluation of partners, if necessary
1	Customer relationship management	Customer feedback	518	Are used to collect, analyse and handle comments and feedback from an organisation's customers
1	Customer relationship management	Surveys	519	Are used to collect useful information from an organisation's customers
2	Customer preferences	Personalisation	520	Change a user interface and how data is displayed
2	Customer preferences	Subscriptions	521	Allow a customer to join a forum, list server or mailing list
2	Customer preferences	Alerts and notifications	522	Allow a customer to be contacted in relation to a subscription or service of interest
3	Customer initiated assistance	Online Help	523	Provide an electronic interface to customer assistance
3	Customer initiated assistance	Online tutorials	524	Provide an electronic interface to educate and assist customers
3	Customer initiated assistance	Self service	525	Allow an organisation's customers to sign up for a particular service at their own initiative
3	Customer initiated assistance	Reservations / registration	526	Allow electronic enrolment and confirmation for services

Service Code	Service Category	Sub Service Category	Sub-Service Code	Sub-Service Description
3	Customer initiated assistance	Multi lingual support	527	Allow access to data and information in multiple languages
3	Customer initiated assistance	Assistance request	528	Support customer requests for assistance
3	Customer initiated assistance	Scheduling	529	Define the set of capabilities that support the plan for performing work or service to meet the needs of an organisation's customers
4	Management of processes	Change management	535	Control the process for updates or modifications to the existing documents, software or business processes of an organisation
4	Management of processes	Configuration management	536	Control the hardware and software environments, as well as documents of an organisation
4	Management of processes	Requirements management	537	Gather, analyse and fulfil the needs and prerequisites of an organisation's efforts
4	Management of processes	Programme/ project management	538	Manage and control a particular effort of an organisation
4	Management of processes	Governance / policy management	539	Influence and determine decisions, actions, business rules and other matters within an organisation
4	Management of processes	Quality management	540	Help determine the level that a product or service satisfies certain requirements
4	Management of processes	Business rule management	541	Manage the enterprise processes that support an organisation and its policies
4	Management of processes	Risk management	542	Support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal; includes risk assessment and risk mitigation
5	Organisational management	Workgroup / groupware	543	Support multiple users working on related tasks
5	Organisational management	Network management	544	Monitor and maintain a communications network in order to diagnose problems, gather statistics and provide general usage
5	Organisational management	Strategic planning and management	545	Support the determination of long-term goals and the identification of the best approach for achieving those goals
5	Organisational management	Portfolio management	546	Support the administration of a group of investments held by an organisation
5	Organisational management	Performance management	547	Measure the effectiveness of an organisation's financial assets and capital
6	Supply chain management	Procurement	548	Support the ordering and purchasing of products and services
6	Supply chain management	Sourcing management	549	Support the supply of goods or services as well as the tracking and analysis of costs for these goods
6	Supply chain management	Inventory management	550	Provide for the balancing of customer service levels with inventory investment
6	Supply chain management	Catalogue management	551	Support the listing of available products or services that an organisation offers
6	Supply chain management	Ordering / purchasing	552	Allow the placement of request for a product
6	Supply chain management	Invoice/ requisition tracking and approval	553	Support the identification of where a shipment or delivery is within the business cycle

Service Code	Service Category	Sub Service Category	Sub-Service Code	Sub-Service Description
6	Supply chain management	Storefront / shopping cart	554	Support the online equivalent of the supermarket cart where orders and merchandise are placed
6	Supply chain management	Warehouse management	555	Provide for the storage and movement of materials within a warehouse, including these processes: material receipt, order picking, packaging, labelling and shipping
6	Supply chain management	Returns management	556	Collect, analyse and resolve product returns or service cancellations
6	Supply chain management	Logistics and transportation	557	Provide for efficient freight and traffic management
7	Content management	Content authoring	558	Allow for the creation of tutorials, CBT courseware, web sites, CD ROMs and other interactive programs
7	Content management	Content review and approval	559	Allow for the approval of interactive programs
7	Content management	Tagging and aggregation	560	Support the identification of specific content within a larger set of content for collection and summarisation
7	Content management	Content publishing and delivery	561	Allow for the propagation of interactive programs
7	Content management	Syndication management	562	Control and regulate an organisation's brand
8	Document management	Document imaging and OCR	563	Support the scanning of documents
8	Document management	Document referencing	564	Support the redirection to other documents and information for related content
8	Document management	Document revisions	565	Support the versioning and editing of content and documents
8	Document management	Library/ storage	566	Support document and data warehousing
8	Document management	Document review and approval	567	Support the editing and commendation of documents before releasing them
8	Document management	Document conversion	568	Support the changing of files from one type of format to another
8	Document management	Indexing	569	Support the rapid retrieval of documents through a structured numbering construct
8	Document management	Classification	570	Support the categorisation of documents
9	Knowledge management	Information retrieval	571	Allow access to data and information for use by an organisation and its stakeholders
9	Knowledge management	Information mapping/ taxonomy	572	support the creation and maintenance of relationships between data entities, naming standards and categorisation
9	Knowledge management	Information sharing	573	Support the use of documents and data in a multi-user environment for use by an organisation and its stakeholders
9	Knowledge management	Categorisation	574	Allow classification of data and information into specific layers or types to support an organisation
9	Knowledge management	Knowledge engineering	575	Support the translation of knowledge from an expert into the knowledge base of an expert system.
9	Knowledge	Knowledge	576	Facilitate collection of data and information

Service Code	Service Category	Sub Service Category	Sub-Service Code	Sub-Service Description
	management	capture		
9	Knowledge management	Knowledge distribution and delivery	577	Support the transfer of knowledge to the end customer
9	Knowledge management	Smart documents	578	Support the interaction of information and process (business logic) rules between users of the document. (i.e. the logic and the use of the document is embedded within the document itself and is managed within the document parameters)
10	Records management	Record linking/ association	579	Support the correlation between logical data and information sets
10	Records management	Document classification	580	Support the categorisation of documents and artefacts, both electronic and physical
10	Records management	Document retirement	581	Support the termination or cancellation of documentation and artefacts used by an organisation and its stakeholders
10	Records management	Digital rights management	582	Support the claim and ownership of intellectual capital and artefacts belonging to an organisation
11	Analysis and statistics	Mathematical	583	Support the formulation and mathematical analysis of the probabilistic models for random phenomena and the development and investigation of methods and principles for statistical inference
11	Analysis and statistics	Structural / thermal	584	Support the use of data flow and data modelling diagrams for applying systematic analysis of data
11	Analysis and statistics	Radiological	585	Support the use of radiation and x-ray technologies for analysis and scientific examination
11	Analysis and statistics	Forensics	586	Supports the analysis of physical elements using science and technology for investigative and legal purposes
12	Visualisation	Graphic / charting	587	Support the representation of information in the form of diagrams or table.
12	Visualisation	Imagery	588	Support the creation of film or electronic images from pictures or paper forms
12	Visualisation	Multimedia	589	Support the representation of information in more than one form to include text, audio, graphics, animated graphics and full motion video
12	Visualisation	Mapping/ geospatial/ elevation/ GPS	590	Provide for the representation of position information through the use of attributes such as elevation and latitude and longitude co-ordinates
12	Visualisation	CAD	591	Support the design of products with computers
13	Knowledge discovery	Data mining	592	Provide for the efficient discovery of obvious, valuable patterns and relationships within a large collection of data
13	Knowledge discovery	Modelling	593	Develop descriptions to adequately explain relevant data for the purpose of prediction
13	Knowledge discovery	Simulation	594	Utilise models to mimic real-world processes
14	Business intelligence	Demand forecasting /	595	Facilitate the prediction of sufficient production to meet an organisation's sales of

Service Code	Service Category	Sub Service Category	Sub-Service Code	Sub-Service Description
		management		a product or service
14	Business intelligence	Balanced scorecard	596	Support the listing and analysis of both positive and negative impacts associated with a decision
14	Business intelligence	Decision support and planning	597	Support the analysis of information and predict the impact of decisions before they are made
15	Reporting	Ad hoc	598	Support the use of dynamic reports on an as-needed basis
15	Reporting	Standardised/canned	599	Support the use of pre-conceived or pre-written reports
15	Reporting	OLAP	600	Support the analysis of information that has been summarised into multidimensional views and hierarchies
16	Data management	Data exchange	601	Support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered
16	Data management	Data Mart	602	Supports a subset of a data warehouse for a single department or function within an organisation
16	Data management	Data warehouse	603	Support the archiving and storage of large volumes of data
16	Data management	Metadata management	604	Support the maintenance and administration of data that describes data
16	Data management	Data cleansing	605	Support the removal of incorrect or unnecessary characters and data from a data source
16	Data management	Extraction and transformation	606	Support the manipulation and change of data
16	Data management	Loading and archiving	607	Support the population of a data source with external data
16	Data management	Data recovery	608	Support the restoration and stabilisation of data sets to a consistent, desired state
16	Data management	Data classification	609	Allow for the classification of data
17	Asset/ materials management	Facilities management	635	Support the construction, management and maintenance of facilities for an organisation
17	Asset/ materials management	Computers/ automation management	636	Support the identification, upgrade, allocation and replacement of physical devices, including servers and desktops, used to facilitate production and process-driven activities
18	Development and integration	Legacy integration	637	Support the communication between newer generation hardware/software applications and the previous major generation of hardware/ software applications
18	Development and integration	Enterprise application integration	638	Support the redesigning of disparate information systems into one system that uses a common set of data structures and rules
18	Development and integration	Data integration	639	Support the organisation of data from separate data sources into a single source using middleware or application integration as well as the modification of system data

				models to capture new information within a single system
18	Development and integration	Instrumentation and testing	640	Support the validation of application or system capabilities and requirements
18	Development and integration	Software development	641	Support the creation of both graphical and process application or system software
19	Security management	Identification and authentication	648	Support obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of those users
19	Security management	Access control	649	Support the management of permissions for logging onto a computer, application, service or network; includes user management and role/privilege management
19	Security management	Cryptography	650	Support the use and management of approved ciphers, including encryption and decryption and associated processes to ensure confidentiality and integrity of data
19	Security management	Strong authentication	651	Support the use and management of digital signatures and other technologies to provide strong authentication and data integrity; includes public key infrastructure (PKI)
19	Security management	Intrusion prevention	652	Measures to prevent unauthorised access to a government information system
19	Security management	Intrusion detection	653	Measures to detect unauthorised access to a government information system
19	Security management	Incident response	654	Provide rapid response, forensic investigation or remediation to an information security incident at a NSW Government agency [supplier must nominate lead consultants and provide verifiable details of at least 3 years relevant experience for each nominated person]
19	Security management	Assessment, audit or analysis	655	Provide information security assessment, risk assessment, testing (including penetration testing), audit or analysis of applications, systems or networks [supplier must nominate lead consultants and provide verifiable details of at least 3 years relevant experience for each nominated person]
19	Security management	Certification	656	Certify Information Security Management Systems to AS/NZS ISO/IEC 27001 or ISO/IEC 27001 [supplier must be formally accredited by JAS-ANZ as a certifier to the standard]
19	Security management	Information Security Management Systems (ISMS)	657	Provide advice and assistance to agencies establishing or operating a risk based ISMS that appropriately conforms with AS/NZS ISO/IEC 27001 or ISO/IEC 27001 and associated or relevant guidelines [supplier must nominate lead consultants and provide verifiable details of at least 3 years relevant experience for each nominated person]
19	Security management	Malware protection	658	Provide services to prevent, detect and remediate government information assets affected by any type of malicious software
20	Collaboration	Email	659	Support the transmission of memos and messages over a network
20	Collaboration	Threaded discussions	660	Support the running log of remarks and opinions about a given topic or subject
20	Collaboration	Document	661	Support the grouping and archiving of files

		library		and records on a server
20	Collaboration	Shared calendaring	662	Allow an entire team as well as individuals to view, add and modify each other's schedules, meetings and activities
20	Collaboration	Task management	663	Support a specific undertaking or function assigned to an employee
21	Search	Query	664	Support retrieval of records that satisfy specific query selection criteria
21	Search	Precision/recall ranking	665	Support selection and retrieval of records that satisfy specific query selection criteria
21	Search	Classification	666	Support selection and retrieval of records organised by shared characteristics in content or context
21	Search	Pattern matching	667	Support retrieval of records generated from a data source by inputting characteristics used on patterns in the content or context
22	Communication	Event/ news management	672	Monitor servers, workstations and network devices for routine and non-routine events
22	Communication	Community management	673	Support the administration of online groups that share common interests
23	Systems management	License management	676	Support the purchase, upgrade and tracking of legal usage contracts for system software and applications
23	Systems management	Remote systems control	677	Support the monitoring , administration and usage of applications and enterprise systems from locations outside of the immediate system environment
23	Systems management	System resource monitoring	678	Support the balance and allocation of memory, usage, disk space and performance on computers and their applications
23	Systems management	Software distribution	679	Support the propagation, installation and upgrade of written computer programs, applications and components
23	Systems management	Issue tracking	680	Receive and track user-reported issues and problems in using IT systems, including help desk calls
24	Forms management	Forms creation	681	Support the design and generation of electronic or physical forms and templates for use within the business cycle by an organisation and its stakeholders
24	Forms management	Forms modification	682	Support the maintenance of electronic or physical forms, templates and their respective elements and fields
25	Testing Services	Hardware & Software Testing	800	Provide independent ICT testing services which may include preparation and production of test beds, preparation of test scripts and use of automated testing tools.
26	Documentation and Training	Training and documentation services	801	Support the compilation of user and systems documentation including online and Internet based documentation and training
27	Maintenance & Support	Maintenance services	802	Provide systems maintenance services with supporting help desk and remote diagnostics.
28	Site Cabling	Site Telecommunications Cabling Services	803	Provide cable installation/ termination, data links, site cable system management and maintenance services
29	IAMS SIMS	Information Assets Management Systems	1000-1072	Provision of advisory, discovery, business and technical scoping and documentation, implementation, upgrade, integration, and development services

		Implementation		
30	IAMS SIMS	Information Asset Management Services	1100-1111	Support management of the IAM system, and includes: Infrastructure Services, Support Services, Monitoring Services, Hosting Services, Archiving and Storage Services, Capacity Planning, Total Outsourcing Services, Service Level Management
31	ERP SIMS	Enterprise Resource Planning Systems Implementation	900-938	Provision of advisory, discovery, business and technical scoping and documentation, implementation, upgrade, integration, and development services
32	ERP SIMS	Enterprise Resource Planning Managed Services	939-941	Support management of the ERP, and includes: Infrastructure Services, Support Services, Monitoring Services, Hosting Services, Archiving and Storage Services, Capacity Planning, Total Outsourcing Services, Service Level Management

2020A ERP SIMS

GSAS system implementation and managed services (SIMS) for Oracle, SAP and Mincom Corporate Applications (categories 31 & 32 ERP SIMS)

These categories cover the provision for the sourcing of service providers for the selected GSAS ERP application software contracts. It allows agencies flexibility to acquire accredited and specialised skills to `protect` core integrity for IT services such as implementations and upgrades.

The services are for products provided by the following software vendors:

- Oracle
- SAP
- MINCOM

The range of services that are available under this contract include:

Systems Implementation - single phase work products (discrete tasks)

Business case development (*strategic advice, business requirements, analysis, etc*)

A business case describes the project or program and outlines a proposal for how it will address a service need or opportunity. It justifies the decision to incur the expenditure by demonstrating that the proposed project is required and worthy of funding, based on the expected return of this project.

Definition (scoping, analysis & design, etc)

A clearly defined project scope ensures that all stakeholders clearly understand the extent of the project. It assists in the management of a client's expectations, in so far as the proposed deliverables or outcomes of the project, while allowing one to assess the ultimate success of the project.

Implementation (build & deploy, testing, training, documentation, etc)

The activities required for a successful implementation are defined in the detailed implementation plan. These definitions should include descriptions, dependencies, resources and skills required, work content and level of effort, risks identified, etc.

Production (Operate, change & enhance, tools & accelerators)

Once in production, a clearly defined set of procedures covering operation, change management, enhancements, tools and processes is required, to achieve maximum benefit.

Performance Analysis (ERP Position Analysis, Performance planning, etc)

The provision of services aimed at improving the performance of the nominated ERP platform.

Project Management

Work planning, resource management, project control, reporting and communication are essential aspects of total project management required throughout the project life cycle.

Change Management, etc

Management of change is a critical element of any project. Identification of areas of resistance and the development of an effective plan to manage it are

positive steps towards the minimisation of risk leading to successful implementation of projects.

○ **Multi Phase Work Products (continuous tasks)**

- Fixed Price Implementation
- Fixed Price Upgrades
- Fixed Price Migration, etc

MANAGED SERVICES:

Managed Services cover a range of services that may be:

- as broad as a complete outsourcing of all ERP support and operations, or
- a specific task such as help desk support for an application.

The potential combination of Managed Services deliverables is vast and could be significant and will need to be determined on a case by case basis to meet individual client needs.

Managed Services include:

- Infrastructure Services
- Support Services
- Monitoring Services,
- Hosting Services
- Archiving and Storage Services
- Capacity Planning
- Total Outsourcing Services
- Service Level Management Services, etc

The range of Systems Integration and Managed Services that a client may require is illustrated in the diagram below. Full details of supplier capability are provided in the Contract 2020 Approved Supplier list located at <http://www.nswbuy.com.au/information-technology.aspx>

Company (Approved ERP SIMS Vendors)	System Implementation			Managed Services		
	SAP	Oracle	Mincom	SAP	Oracle	Mincom
ASG Group		√			√	
CSC Australia	√		√	√	√	√
CSG Solutions					√	
Extend Technologies	√					
Fujitsu	√	√		√	√	
IBM	√	√		√	√	
Logica CMG				√		√
Oakton					√	
Oxygen	√					
PLAUT				√		
Presence of IT	√				√	
Red Rock		√			√	
SAP	√					

2020B IAMS SIMS

Information and Asset Management Systems: Systems Implementation and Managed Services (Categories 29 & 30 IAMS SIMS)

These categories cover the provision for the sourcing of service providers for the selected GSAS ERP application software contracts. It allows agencies flexibility to acquire accredited and specialised skills to 'protect' core integrity for IT services such as implementations and upgrades.

Vendors provide IAMS software solutions that are categorised according to their applicability to the GCIO information asset management maturity matrix. An assessment tool is available to assist customers to assess their business requirements and capabilities against the maturity matrix and to shortlist relevant vendors. More details are available in the contract guide for contract 2602 – GSAS Information Management The assessment tool is available at www.nswbuy.com.au.

The range of products/services available under these categories, at a high level, relate to document management, records management, web content management, and collaboration and knowledge management systems and include:

Systems implementation

Single phase work products

- Business case development (*strategic advice, business requirements, analysis, etc*)
- Definition (*scoping, analysis & design, etc*)
- Implementation (*build & deploy, testing, training, documentation, etc*)
- Production (*Operate, change & enhance, tools & accelerators*)
- Performance Analysis (*ERP Position Analysis, Performance planning, etc*)
- Project Management
- Change Management, etc

Multiphase Work Products

- Fixed Price Implementation
- Fixed Price Upgrades

Fixed Price Migration, etc

Managed Services

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Managed Services include:

- Infrastructure Services
- Support Services
- Monitoring Services
- Hosting Services
- Archiving and Storage Services
- Capacity Planning
- Total Outsourcing Services
- Service Level Management Services, etc

A table of approved suppliers for service categories follows. Supplier contact details are provided on the Approved Supplier List for ICT Services on nsw.buy.com.au

Supplier	Systems Implementation	Managed Services
Alphawest	√	√
ELO Digital Office AU/NZ Pty Ltd	√	
EMC Global Holdings Company	√	
Hewlett Packard	√	
Icognition Pty Ltd	√	√
Knowledge Partners Pty Ltd	√	√
Logica	√	√
Netcat		√
Utility Services Corporation (T/A Opticon)	√	√
Plaut IT	√	√
Unique World Pty Limited	√	√
Wipro	√	

Site Cabling

Contract 2020 includes a range of cabling suppliers. Contractors approved to supply these services under Contract 2020 are required to meet the Telecommunications Cabling Provider Rules 2000 (CPRs) as established and maintained by the Australian Communications and Media Authority.

At time of printing the major requirements of CPRs are that:

- All customer cabling work in the telecommunications, fire security and data industries must be performed by a registered cabler.
- Depending on the cabling work performed, cablers must obtain either an open, restricted or lift registration that meets the ACMA's training competency requirements.
- Cabling work must comply with the wiring rules. The wiring rules detail the minimum requirements for cabling installations to ensure that network integrity and the health and safety of end-users, other cablers and carrier personnel is protected.
- A key requirement of the wiring rules is that telecommunications cabling is adequately separated or segregated from electrical cabling to avoid creating a dangerous situation.
- Cablers are required to install only cabling product (including cable) and customer equipment that complies with the requirements of the labelling notice.
- Cablers must, at the completion of each cabling task, provide the client (i.e. the customer or employer, whichever is appropriate) with a job sign-off form, such as a telecommunications cabling advice 1 form (TCA1).
- Registered cablers must directly supervise an unqualified cabler's cabling work. This is known as the supervision rule.
- Under the supervision rule, a qualified cabler must accept full responsibility for the work done by an unqualified cabler and ensure that it fully complies with the wiring rules including signing the TCA1 form.
- Cablers must provide all reasonable cooperation and assistance to ACMA inspectors and cabling auditors. Cablers can be subject to fines if they do not abide by their registration conditions.
- Cablers are required to notify their registrar of any change of contact details within 21 days.

More information can be found at www.acma.gov.au

Section 4 – Contractors

Approved suppliers are listed in the ICT ePortal and the approved supplier list at www.nswbuy.com.au.

Customers are free to choose from which of contractors they purchase. Under the head agreement, customers are able to request specific service levels during the request for quotation phase.

Some customers may decide to purchase exclusively from one contractor. Others may prefer to purchase from a number of contractors depending on the customer's specific needs and taking into consideration the products and product prices offered by each contractor.

Printed catalogues

Upon request, the contractor will provide printed catalogues of the products available for supply under the contract. These are free of charge to customers on a reasonable request basis. The information in the catalogues will be regularly updated by the contractor through newsletters and other bulletins, to ensure that customers are kept up to date on changes to the range of products available.

Section 5 – Contract Conditions

This section contains the key features of the contract conditions that may be of interest to customers. It does not contain all of the conditions of contract (a copy of which can be obtained by contacting NSW Procurement).

Organisations eligible to purchase from state contracts

The following organisations are eligible to purchase from the contract:

- a) Any department, agency or office of the Commonwealth including any statutory authority constituted under Commonwealth legislation;
- b) Any department, agency or office of any state or territory of the Commonwealth, including any statutory authority constituted under state/territory legislation;
- c) Any council of a city, municipality or shire constituted by a state or territory;
- d) Any other organisation constituted by or subject to an act of parliament either Commonwealth or state or by a regulation thereunder;
- e) Any body or association, other than a trading, commercial or industrial firm or corporation, which conducts a service, not being a trade, business or industry followed or carried on for profit, at the request of the government, in respect of such service;
- f) Any authority, person, body, corporation, association or organisation, whether incorporated or not, to which permission has been given by the minister for the Department of Finance and Services, or an official delegate of the minister, to issue orders for supplies comprised in the Agreement.

For the purpose of parts (d) and (e) above examples of typical organisations include, but are not limited to:

- Government schools and private schools;
 - TAFE colleges;
 - Public hospitals and local health districts;
 - Trustees of public parks;
 - Boards;
 - Tribunals;
 - Commissions; and
 - Registries.
 - For the purposes of part (f) above authorities to which permission has been given generally have:
 - Charitable or benevolent status;
 - Non-profit objective;
 - Level of government subsidy/support.
 - Examples are:
 - Non-government schools;
 - Preschools/kindergartens and child care centres;
-

- Child care centres (excluding privately owned);
- Family day care administrations;
- Nursing homes (excluding privately owned);
- Other community based service providers;
- Student support groups which are established under the auspice of the relevant school or education institution; arts groups sponsored by Arts NSW.

Code of behaviour – protection of children and other vulnerable people

The supplier must not, and must ensure that its sub-contractors do not, engage any person who is a “prohibited person” under the Prohibited Employment Act (persons who have committed a serious sex offence within the meaning of that Act) to perform work under any customer contract that is “child-related employment” under that Act.

If the work involves access to Department of Education sites, additional requirements relating to community expectations concerning child protection may be imposed as a condition of entry to that site.

Government taxes, duties and charges

All taxes, duties and charges imposed or levied in Australia or overseas in connection with the performance of this contract will be borne by the supplier.

Title and risk

Title in the deliverables shall pass to the customer on satisfactory delivery.

Insurance

The supplier has arranged with a reputable insurance company:

- a) A public liability policy of insurance to the value of at least \$10M in respect of each claim;
- b) A professional indemnity insurance to the value of at least \$1M in respect of each claim;
- c) Workers compensation insurance as required by all relevant laws of Australia relating to workers compensation.

Price

Supplier rates are available in smartbuy® or from nswbuy. These are maximum rates and cannot be exceeded for the remainder of the contract term. Customers can seek reduced rates by issuing a competitive request for quote, or by negotiating reduced rates with selected suppliers.

Delays and Emergencies

From time to time the delivery of goods from the supplier may be delayed. The supplier will take all reasonable steps to minimise the effect of the delays.

An excusable delay is one which meets all the following criteria:

- a) Unavoidably delays the supplier in the performance of its obligations under the agreement;
- b) Is beyond the reasonable control of the supplier; and
- c) Could not have been reasonably contemplated or allowed for by the supplier before entering into the agreement.

The supplier will inform you of the occurrence of any event, which is likely to adversely affect its performance of its obligations under the agreement.

If you consider that the event, which the supplier claims to be the cause of the delay, is such as to justify an extension of the time for the delivery, you may grant and notify the supplier of such extension of time (usually within 2 working days after receipt of the supplier's claim for an extension).

Settlement of Disputes

If a dispute arises, then both you and the supplier must use your best efforts to resolve the dispute.

The parties are to resolve any conflicts or issues between them in relation to this agreement or any contracts in accordance with the provisions of clause 24 of the customer contract (Procure IT Version 3).

However, if you are unable to resolve the matter you should contact NSW Procurement. If the matter cannot be resolved by mutual agreement of both parties in consultation with NSW Procurement, the matter will be referred for arbitration. This more formal process will require you to keep a higher level of detailed documentation and records.

Section 6 – Frequently Asked Questions

How comprehensive is the range of ICT services offered?

32 categories have been developed directly in response to the needs of agencies. Ensuring a diverse and comprehensive range of ICT services was a primary consideration when awarding the tender.

Our organisation has sought quotes and found that our local ICT service provider, who is not on contract, is offering a better price?

The Premier's Memorandum 2006-11 on procurement reform requires that all agencies, other than state owned corporations and not for profit organisations, must use state contracts, where they are available, when purchasing goods and services. This requirement extends the scope of the Public Sector Management (Goods and Services) Regulation 2000, which requires Schedule 1 agencies (as defined by the Public Sector Employment and Management Act 2002) to use state contracts.

How does nominee purchasing operate?

The nominee purchaser arrangement was created under section 18 of the *Public Sector (Goods and Services) Regulation 2000 (NSW)*. The regulation allows the State Contracts Control Board ("SCCB") to provide access to contractors of public sector agencies to SCCB standing offer agreements for the provision of goods and services. These contractors are known as nominee purchasers. The public sector agencies making the nominations are known as nominating agencies.

What is a nominee purchaser?

Nominee purchaser means a contractor to a public sector agency, nominated by that public sector agency, to be authorised to place orders under standing offer agreements and registered by NSW Procurement.

Access of nominee purchasers to SCCB standing offer agreements is:

- Limited to standing offer agreements relevant to the contract between the nominating agency and the nominee purchaser, and which are specifically listed in the nominee purchaser's registration; and
- For a fixed period of registration, usually ending on the completion of the term of the contract between the nominating agency and the nominee purchaser.

Please note: A nominee purchaser must not purchase goods or services under a SCCB standing offer agreement, unless they are related to its obligations under a contract with a public sector agency and are used during the term of such a contract or included or incorporated in works, goods or services to be provided to the public sector agency.

Section 7 – Contract Administration & Contractor Performance Survey

To help us maintain a high level of service and to meet agencies' obligations under NSW Government service provider performance management guidelines, we seek your feedback concerning suppliers' performance. We seek all comments relating to contracts established by NSW Procurement (a division of the Department of Finance and Services) on behalf of NSW government agencies.

The feedback form can be found on the NSW Procurement website [here](#) or by calling NSW Procurement Client Support Centre on 1800 NSW BUY (679 289).

Information on service provider performance management is available on the NSW Procurement website [here](#).

Further contract information:

The contract has been arranged and is administered by NSW Procurement. If you have any questions relating to the operation of the contract or for further information contact:

NSW Procurement Client Support Centre

McKell Building 2-24 Rawson Place Sydney NSW 2000

T 1800 NSW BUY (1800 679 289)

F (02) 9372 8687

E nswbuy@services.nsw.gov.au

I www.nswbuy.com.au