

ICT ePortal FAQs

FREQUENTLY ASKED QUESTIONS FOR ICT SERVICES

This list of FAQ's is designed to help you with using the ICT Services State Contract (c2020). For more information on the contract please refer to the ICT Services fact sheet or go to the website www.nswbuy.com.au.

1. What are the benefits of using the ePortal to purchase ICT Services?

The ePortal was developed as a simple easy-to-use tool so customers can gain access to a large number of suppliers in order to get the best price and best market solution for their ICT project.

2. How does the contract deliver value?

The contract provides eligible customers with the opportunity to easily engage vendors to receive competitive quotes and also have real time performance feedback from other eligible customers based on performance and cost on past jobs. In addition during the Tender Evaluation vendors hourly, daily and weekly rates across multiple skill levels were assessed as part of the evaluation criteria.

3. How do suppliers get on the ICT approved supplier panel?

Over 200 suppliers were chosen from a large number of ICT service providers who responded to the call for tenders issued in mid 2008.

4. How comprehensive is the range of ICT services offered?

Over 30 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.

5. How long will it take to be provided with access into the ePortal after a request has been sent?

This should take no longer than two days. An eForm will be provided on www.nswbuy.com.au so user organisations can complete the necessary information online to save time. Alternatively phone the NSW Client Support Centre on 1800 679 289 or email nswp@services.nsw.gov.au

6. What if an organisation has sought quotes through the ePortal but find that their local ICT service provider (who is not on contract) can offer 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.

7. Do suppliers have the opportunity to have their accreditation level revised?

Suppliers may apply in writing to the assigned vendor manager for a revision once per year. Applications for revision must be made in writing and provide documentary support of meeting the criteria for the sought accreditation level.

8. How is a vendor's capability score calculated in the ePortal?

Initially a vendor's capability score is based on their tender response. As the vendor completes projects through the ePortal the ratings will be adjusted based on experience and client feedback.

9. Can a client use a single vendor through the ePortal?

Clients are encouraged to issue RFQs to multiple vendors to benefit from competition and achieve the best valued solution. However where a business need exists, and procurement guidelines are followed, a client may deal directly with a single vendor through the ePortal.

10. Is the supplier performance review specific to the service category?

Vendor capability, performance and cost ratings are vendor, not category, specific and represent their average performance as an organisation to eligible customers.

Clients are encouraged to always complete a performance review on the completion of each project.

11. If a supplier has responded to a client's RFQ, are they able to feed back as to why they were unsuccessful?

Yes, a supplier can request this feedback directly from the client issuing the RFQ.

12. Can current vendors on the ICT Services approved supplier panel have their new capabilities included in their service offerings?

Vendors will need to respond to new request for capabilities when advertised by the Department.

13. How long do performance ratings stay live?

Performance ratings represent the average client feedback score over the previous twelve month period.

14. Is there a minimum project purchase level required to use the ePortal?

No, all services provided through the ICT Services Approved Supplier Panel should be recorded in the ePortal.

15. Is the ePortal part of Smartbuy®?

No, the ePortal and smartbuy® are separate stand alone systems.

16. Can vendors see all available RFQs in the ePortal?

No, vendors can only see those RFQs that they have been invited to respond to.

17. Will standardised templates be available for RFQs?

On high supply items templates will be developed, however clients will retain the flexibility to upload their RFQ requirements in a format to meet their business needs.

18. After an RFQ has closed will clients be able to negotiate further before awarding the project?

Yes, clients are encouraged to short list RFQ responses and negotiate final details directly, where opportunities to achieve improved value is present.

19. Is there a registration fee for Smartbuy® or the ePortal?

No, access to these online applications is free to eligible customers and approved vendors.

20. The ePortal isn't working, what do I do?

Call 1800 679 289 to log a service fault.



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FURTHER INFORMATION

For further information or to obtain a copy of the Contract Guide, please contact the Client Support Centre.

