

ICT Services

This contract is the largest ICT services contract ever released in the NSW public sector. The contract offers a panel of over 200 small, medium and large suppliers, covering a comprehensive range of ICT services in over 30 different categories.

This contract represents an estimated government spend of around \$140 million and has been developed in response to agency needs and expectations. The contract is not only expected to drive competitive pricing, it will also result in an improved service experience and efficiency gains for agencies.

CONTRACT PERIOD

Extended for up to 12 months from 29 Feb 2012.

KEY BENEFITS

- Pool of over 200 approved small, medium and large ICT service providers
- Competitive pricing available on smartbuy®. Greater regional representation of suppliers
- Comprehensive and diverse range of ICT services on offer in over 30 categories and 130 sub categories
- ICT ePortal - streamlined, easy online access

HOW TO PURCHASE

- Customers can view supplier details on www.nswbuy.com.au and issue RFQs via the NSW Government eTendering website. Alternatively, access is via the ICT ePortal. Refer to **ICT ePortal FAQs** for more details.
- Government agencies or eligible customers must ensure they are registered as a buyer with NSW Procurement. This registration process will provide them with a NSWBUY Identification Number.

ICT SERVICES CATEGORIES

To assist Government agencies and eligible customers with the preparation of quotes, over 30 major ICT Services categories are provided.

The current service categories are listed below:

1. Analysis and statistics
2. Asset - materials management
3. Business intelligence
4. Collaboration
5. Communication
6. Content management
7. Customer initiated assistance
8. Customer preferences
9. Customer relationship management
10. Data management
11. Development and integration
12. Document management
13. Documentation and Training
14. Financial management
15. Forms management
16. Human capital - workforce management
17. Human resources
18. Knowledge discovery
19. Knowledge management
20. Maintenance & Support
21. Management of processes
22. Organisational management
23. Records management
24. Reporting
25. Search
26. Security management
27. Site Cabling
28. Supply chain management
29. Systems management
30. Testing Services
31. Visualisation
32. Enterprise Resource Planning Systems Implementation and Managed Services (ERP SIMS)
33. Information and Asset Managed Systems Implementation and Managed Services (IAMS SIMS)

FREQUENTLY ASKED QUESTIONS

1. How do suppliers get on to 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 mid 2008. ICT suppliers who missed the call for tenders last year and wish to be considered in the panel, should register through www.tenders.nsw.gov.au to receive notification of future tenders.

2. 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.

3. Our organisation has just sought quotes from approved suppliers but have found that our local ICT service provider who is not on contract is offering a better price?

Firstly, 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. Secondly, we would encourage your local ICT service provider to put forward a tender in the next tenders round to be considered for inclusion in the ICT Services Approved Supplier Panel and also contact already Approved Suppliers

CONTRACTS PHASED OUT

The ICT Services State Contract incorporates the eight previous State Contracts below:

- 864 Geographical Information Systems
- 2001 IT Consultants
- 2036 Software Development Consultancy Services
- 2067 Site Telecommunications Cabling
- 2069 Data Comm Lan/Wan Network Products, Integration and Consultancy
- 2305 Internet Services and products
- 2319 Information Security Services
- 2351 Unique ICT Products and Services.
- 2626 Enterprise Resource Planning System and Implementation Services



Procurement
Government Services

A division of the Department of **Finance & Services**

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FURTHER INFORMATION

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



1800 679 289



www.nswbuy.com.au
www.nswprocurement.com.au



nswp@services.nsw.gov.au