

ICT Services

This groundbreaking new contract is the largest ICT services contract ever released in the NSW public sector. The contract offers a panel of over 300 small, medium and large suppliers, covering a comprehensive range of ICT services in over 30 different categories.

An innovative ePortal allows government agencies and eligible customers online access to an array of information about supplier capability, performance and project experience. The portal leads the user through a stepped process from setting up the project, requesting quotes from single or multiple vendors, through to awarding the project and evaluation.

This contract represents an estimated government spend of around \$90 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

01/03/09 to 28/02/12

KEY BENEFITS

- Pool of over 300 approved small, medium and large ICT service providers
- Competitive pricing, greater regional representation of suppliers
- Comprehensive and diverse range of ICT services on offer in over 30 categories and 130 sub categories

- Innovative ePortal – streamlined, easy online access
- Easy seven step procedure to requesting single or multiple quotes, eliminating quotation costs and saving time
- Ability to view supplier capability on line, previous projects undertaken and supplier performance ratings.

HOW TO PURCHASE

- Access to the contract is through the ePortal available on www.nswbuy.com.au
- Government agencies or eligible customers must first ensure they are registered as a buyer with NSW Procurement. This registration process will provide them with a NSWBUY Identification Number.
- The next step is to phone 1800 NSW BUY (1800 679 289) to request access to the ePortal. This will require the completion of an eForm application. Each agency will be provided with one administrative LOG IN / USER NAME which will become the pivotal point of contact for all users within that organisation.
- After completing Log In and User Name on the lead page of the ePortal, the customer has direct access into the Seven Step System.
- If you have forgotten your Log In or User Name, or wish to check your organisation's eligibility to purchase under this State Contract, please contact the Client Support Centre Phone **1800 NSW BUY (1800 679 289)** or email nswbuy@services.nsw.gov.au



1> CREATE

Create a project or Request for Quote (RFQ). Complete name of project, a brief overview and RFQ response date and time.



2> SELECT

Select and add the service elements specific to your project. Choice of over 30 major ICT service categories.



3> CHOOSE

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



4> UPLOAD

Upload your RFQ documentation. There is provision to attach multiple files, however, we suggest you keep documentation

SEVEN STEP SYSTEM TO ICT SERVICES PURCHASING

1. CREATE

Create a project or Request for Quote (RFQ). 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. 33 major ICT service categories, with a choice of more than 100 sub categories.

3. CHOOSE

A range of suppliers with the capability to do the project will appear on the 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 closing.

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 organise associated contractual purchasing arrangements.

SATISFACTION RATING

At the end of each project, clients are encouraged to complete a Vendor Performance Review. This updates the system on vendor performance thereby assisting clients with future projects.

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)



5> SEND

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



6> REVIEW

Review and consider the responses.



7> AWARD

Award the work. The system then sends out notification to both successful and unsuccessful suppliers, allowing you to organise associated contractual purchasing arrangements with the successful tenderer.

SATISFACTION RATING

At the end of each project, clients are encouraged to complete a Vendor Performance Review. This updates the system on vendor performance rating thereby assisting clients with future projects.

VISIT: <http://inside.nsw.gov.au/cionet>

APPROVED SUPPLIER PANEL / PROJECT EVALUATION

Access to the ICT Services Approval Supplier Panel is through the ePortal.

The ePortal system holds details of over 300 suppliers approved to deliver a comprehensive range of ICT services to government agencies and eligible customers.

If your organisation is having difficulty accessing details of approved suppliers for your project through the ePortal, please phone the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).

Suppliers initially start off with a capability rating based on their tender response. This rating encompasses project experience, size of projects undertaken and industry certification.

At the end of each project, both supplier and client are asked to evaluate the results of the project that has just been undertaken. The user's assessment covers three areas - vendor capability, client satisfaction and overall price. This generates a score which will affect the supplier performance rating.

FREQUENTLY ASKED QUESTIONS

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

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

2. 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.

3. 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. If an organisation considers that there is a requirement for additional services over and above those covered, please phone the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289) to discuss the inclusion of these services within the contract.

4. How long will it take to be provided with access into the ePortal after we have sent in our request?

This should take no longer than two days. An eForm is 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 NSW BUY (1800 679 289) or email nswbuy@services.nsw.gov.au

5. Our organisation has just sought quotes through the ePortal 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 for opportunities to act as an agent.

CONTRACTS PHASED OUT

The new ICT Services State Contract also incorporates eight previous State Contracts as 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

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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 NSW BUY
1800 679 289



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



nswbuy@services.nsw.gov.au