

STATE CONTRACTS CONTROL BOARD'S  
WORKPLACE SUPPLIES CONTRACT

**FREQUENTLY ASKED QUESTIONS**

CONTRACT INFORMATION.....	2
1) THE NEW WORKPLACE SUPPLIES CONTRACT (C1006) AND ITS BENEFITS .....	2
2) WHO ARE THE SUPPLIERS TO THE WORKPLACE SUPPLIES CONTRACT? .....	2
3) CAN I STILL USE MY CURRENT SUPPLIER? .....	2
4) WHAT DOES MY AGENCY NEED TO DO TO TRANSITION TO THE NEW CONTRACTUAL ARRANGEMENTS? .....	3
5) WHAT TYPES OF PRODUCTS ARE AVAILABLE UNDER THE WORKPLACE SUPPLIES CONTRACT? .....	3
6) WILL USERS SEE MUCH CHANGE IN THE PRODUCTS THEY RECEIVE?.....	3
7) I CURRENTLY HAVE A CLIPPED CATALOGUE OF GOODS. CAN I GET THIS FROM THE NEW CONTRACT? .....	3
8) I CURRENTLY HAVE A STATIONERY CUPBOARD ARRANGEMENT. IS THIS AVAILABLE FROM THE NEW CONTRACT? ...	3
9) WHAT IF THE SUPPLIER ON CONTRACT DOESN'T HAVE THE PRODUCT I NEED? .....	4
10) WHAT IS A BEST PRICE CONTRACT? .....	4
11) ARE THERE DISCOUNTS AVAILABLE UNDER THIS CONTRACT? .....	4
12) HOW DO THE PRICES OF EFPS COMPARE TO STANDARD PRODUCTS?.....	4
13) IS THERE A CHEAPER ALTERNATIVE TO THE BRANDED ITEMS I BOUGHT UNDER PREVIOUS CONTRACTS? .....	4
14) WHAT IS THE TERM OF THIS STATE CONTRACT?.....	4
15) AM I REQUIRED TO USE THIS CONTRACT? .....	5
16) WHAT'S THE BEST PLACE TO ACCESS PRODUCT AND PRICING INFORMATION FOR THIS CONTRACT? .....	5
17) HOW CAN I PURCHASE FROM THIS CONTRACT?.....	5
18) HOW DO I ACCESS THE NSWBUY CATALOGUE?.....	5
19) HOW DO I GET ACCESS TO SMARTBUY®?.....	5
20) AS A SMARTBUY® ADMINISTRATOR WHAT SHOULD I BE DOING TO GET READY? .....	5
21) HOW DO I COMMUNICATE THIS CHANGE TO USERS WITHIN MY ORGANISATION?.....	6
22) WHO DO I CONTACT IF I NEED FURTHER INFORMATION? .....	6

## CONTRACT INFORMATION

### **1) The new Workplace Supplies contract (c1006) and its benefits**

The new State Contracts Control Board's Workplace Supplies contract (c1006) will deliver the following benefits to NSW Government:

- A "Best-Price" Contract – a single price per supplier per item. This means that all clients receive the same pricing for items bought under similar circumstances.
- Projected overall savings of 5%<sup>1</sup> on price.
- Continuous Best Price and Benchmarking provisions work to facilitate improved pricing during the life of the contract
- A single place to compare pricing and products of suppliers on this contract, via the smartbuy® nswbuy catalogue
- An aggregated category solution to government by replacing seven current State Contracts and arrangements<sup>2</sup>
- The new contract has 21 different Lots and Sub-lots, providing core workplace supplies such as paper, stationery, toner & inkjet cartridges, janitorial items, kitchen and canteen items, and office and educational furniture. Specific educational items are also included such as general education items, scientific, and arts & craft items
- A dedicated Environmentally Friendly Product (EFP) lot. The specifications for this Lot were developed in consultation with the Department of Environment, Climate Change and Water, and may help agencies achieve environmental targets. Some suppliers may also offer environmental options within the main lots in addition to the items available in the specific EFP lot
- Users can choose generic items over branded items, which may offer cheaper pricing and the opportunity for further savings to be realised
- A fully priced contract catalogue, unlike the previous contracts and arrangements it replaces. This minimises the risks related to unpriced items and facilitates the reporting available under this contract
- Performance management elements include a requirement on Suppliers to report both on- and off-contract spend, allowing transparency of demand patterns of clients. This also facilitates exposure to 'Lot Creep' where suppliers may be providing items outside their contracted lots
- Ability for NSW Government agencies to request reports directly from the contractors on a regular basis. Reporting will assist agencies to realise efficiency savings over the life of the contract. Reports include order source reporting; generic sales reporting; order size reporting; warranties, refunds and replacements reporting
- Full coverage of metropolitan, regional, and rural NSW. Delivery to the Sydney, Newcastle and Wollongong areas will be the same day for orders received by 10:00am, and the next day (before close of business) for orders received by 5:00pm. The maximum guaranteed delivery time for regional NSW is 48 hours and for rural NSW is 72 hours<sup>3</sup>.

### **2) Who are the suppliers to the Workplace Supplies contract?**

The Workplace Supplies contract (c1006) is categorised into nine Lots. Suppliers have been contracted to supply items for specific lots and/or sub-lots only. To see the suppliers on contract for the Workplace Supplies contract, please [click here](#).

### **3) Can I still use my current supplier?**

Under the Workplace Supplies contract, suppliers are contracted to supply items according to [Lots and Sub Lots](#). Some suppliers may be contracted to provide the same items as they have supplied under previous State Contracts, however, in many cases there will be a change of supplier required for agencies.

A competitive and open process has delivered many benefits to NSW government, including projected overall savings of 5%. To facilitate state government realising these savings, *Premier's Memorandum M2006-11 NSW Procurement Reforms* mandates that "All agencies, other than State Owned Corporations, must use State

---

<sup>1</sup> Based on 2006-07 volumes and lowest priced tenderer of the Lots for c1006.

<sup>2</sup> This contract will replace current OfficeMax Supply Arrangements made under the terms of the SCCB exemption for the sale of QStores

<sup>3</sup> For lots 1-7, provided there are no dangerous/oxidizing materials to be delivered (i.e. chemicals). For lots 8-9 maximum guaranteed delivery time for metro, regional and rural areas vary with each supplier (between 4 and 45 days).

Contracts Control Board's (SCCB) whole-of-government contracts, where they are available, when procuring goods and services."

#### **4) What does my agency need to do to transition to the new contractual arrangements?**

Some things clients can do to plan their transition include;

- 1) Become familiar with information in this document and on the [nswbuy website](#), including the [lots and sub-lots](#)
- 2) Become familiar with the [suppliers](#) and the lots and/or sub-lots they have been contracted to supply for
- 3) Make decisions relating to the change in suppliers and communicate these to your buyers
- 4) Contact NSW Client Support on 1800 NSW BUY (1800 679 289) if you would like to discuss a clipped catalogue requirement.
- 5) Users should register for access to the smartbuy® nswbuy catalogue by either;
  - a) Contacting your smartbuy® administrator within your organisation and requesting a login.
  - b) If you are unsure whether your organisation has a current smartbuy® administrator, contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).
  - c) If your organisation has no smartbuy administrator, click [here](#) to register. Click on smartbuy® and choose "Search & Browse Account" (to view products, prices, and suppliers)
  - d) If your organisation would like purchasing and workflow control to occur within smartbuy®, choose "Change smartbuy® Administrator".

Questions 17 - 20 below contains more information relating to the nswbuy catalogue and accessing smartbuy®.

#### **5) What types of products are available under the Workplace Supplies contract?**

The Workplace Supplies contract will offer items categorised into nine Lots. To see a breakdown of each Lot, please [click here](#).

We will be hosting the Workplace Supplies catalogue on our smartbuy® nswbuy catalogue. To view the contract catalogue in one place, you will need access to the nswbuy catalogue.

Questions 17 - 20 below contains more information relating to the nswbuy catalogue and accessing smartbuy®.

#### **6) Will users see much change in the products they receive?**

The new contract offers almost all of the items available under previous contracts and arrangements. The contract offers both branded and generic product. All items selected to be in the contract have been chosen by a panel of procurement experts across a range of government departments to ensure goods on contract meet the needs of NSW Government Agencies.

The contract has provision to remove products that have a low demand, to facilitate a rationalised catalogue of items for NSW Government workplace supply needs.

#### **7) I currently have a clipped catalogue of goods. Can I get this from the new contract?**

A clipped catalogue refers to a client-specific basket of goods. That is, a selection of items from a larger catalogue, that a client would prefer their users see and purchase from.

Our client services team is available to assist you in planning your transition activities, including a clipped catalogue requirement. Please contact the NSW Procurement Client Support Centre on 1800 NSWBUY (1800 679 289) for referral to NSW's Client Services team.

#### **8) I currently have a stationery cupboard arrangement. Is this available from the new contract?**

You can discuss the provision of this type of service with your chosen supplier/s. Please be aware there may be an additional charge for this service.

**9) What if the supplier on contract doesn't have the product I need?**

The Workplace Supplies contract will offer almost all of the items available from current State Contracts and arrangements. However, you may find some items are provided by a different supplier. To view the contract catalogue in one place you will need access to the smartbuy® nswbuy catalogue.

If you are certain a product you require is not offered by the contract, including no generic alternative, you can request that the product be added to the contract. Keep in mind this contract seeks to deliver efficiencies to government throughout the supply chain. This includes rationalising the items available, throughout the life of the contract. You will need a strong case for an item to be added.

Contact the NSW Procurement Client Support Centre on 1800 NSWBUY (1800 679 289) for information on how you make this request.

**10) What is a best price contract?**

A "Best-Price" contract provides a single price, per supplier, per item. This means that all clients will receive the same price, for items bought under similar circumstances.

The contract contains provisions which enable the State Contracts Control Board (SCCB) to ensure that the best price is offered to customers such as continuous best price and benchmarking. Applying these provisions means that throughout the life of the contract, pricing may be re-negotiated by the SCCB with the suppliers. If it is found that suppliers are offering better pricing in the marketplace for items bought under similar circumstances, the best price contract requires the suppliers to make this pricing available to customers under the Workplace Supplies contract.

**11) Are there discounts available under this contract?**

The contract has a provision for negotiating discounts once tendered volume thresholds have been achieved by total whole of government expenditure. Expenditure reviews and discount negotiations will be conducted by NSW's Vendor Management Unit at the anniversary of the contract.

Some suppliers have offered discounts related to early payment ("settlement" discounts). Please discuss this with your chosen supplier.

**12) How do the prices of EFPs compare to standard products?**

Comparison between standard products and Environmentally Friendly Product (EFP) equivalents will be at the discretion of the client. We will be hosting the Workplace Supplies catalogue on our smartbuy® nswbuy catalogue. To view the contract catalogue in one place, you will need access to the smartbuy® nswbuy catalogue.

Questions 17 - 20 below contains more information relating to the nswbuy catalogue and accessing smartbuy®.

**13) Is there a cheaper alternative to the branded items I bought under previous contracts?**

The new contract will offer both branded and generic products. To realise the majority of the savings available from this contract, users can choose generic items over branded items, which may offer cheaper pricing.

Price comparison between branded products and generic equivalents will be at the discretion of the client. We will be hosting the Workplace Supplies catalogue on our smartbuy® nswbuy catalogue. To view the contract catalogue in one place, you will need access to the smartbuy® nswbuy catalogue.

Questions 17 - 20 below contains more information relating to the nswbuy catalogue and accessing smartbuy®.

**14) What is the term of this State Contract?**

3 years + 2 x 1 year extensions

**15) Am I required to use this contract?**

Yes. As directed in *Premier's Memorandum M2006-11 NSW Procurement Reforms*: "All agencies, other than State Owned Corporations, must use SCCB whole-of-government contracts, where they are available, when procuring goods and services."

**16) What's the best place to access product and pricing information for this contract?**

The smartbuy® nswbuy catalogue will provide a single place to compare pricing and products of suppliers on this contract. By doing so the smartbuy® nswbuy catalogue offers the following benefits to clients;

- Improved mitigation of compliance risk by showing users contract-compliant products in the one place
- Administration efficiencies by reducing the need to compare across multiple supplier catalogues
- Improved search functionality making it easier to find products
- More images to help users identify exactly what they are after

**17) How can I purchase from this contract?**

You will be able to purchase from the contract as per your usual procurement process at Contract Go Live.

We will be hosting the Workplace Supplies catalogue on our smartbuy® nswbuy catalogue. To view the contract catalogue in one place, you will need access to the nswbuy catalogue. This does not mean you need to purchase from the contract using smartbuy® at Contract Go Live.

**18) How do I access the nswbuy catalogue?**

- 1) Log onto smartbuy® TRADE
- 2) Click "Catalogues" on the left hand side menu
- 3) An External Catalogues box will show centre page, click on the "NSWBUY Catalogue" link.

**19) How do I get access to smartbuy®?**

Depending on your situation, follow one of the below instructions to register:

1. Contact your smartbuy® administrator within your organisation and request a login.
2. If you are unsure whether your organisation has a current smartbuy® administrator, contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).
3. If your organisation has no smartbuy administrator, click [here](#) to register. Click on smartbuy® and choose "Search & Browse Account" (to view products, prices, and suppliers)
4. If your organisation would like purchasing and workflow control to occur within smartbuy®, choose "Change smartbuy® Administrator".

**20) As a smartbuy® administrator what should I be doing to get ready?**

smartbuy® administrators may need to add the nswbuy Catalogue into your filter on smartbuy®, so that users can see the nswbuy Catalogue link on smartbuy®. This is only required if the nswbuy catalogue link is not visible

smartbuy® administrators may also receive an influx of new-user requests from your colleagues.

To refresh your memory on how to add the nswbuy catalogue to your filter in smartbuy®:

- 1) Go to <http://www.nswprocurement.com.au/Training/eLearning/Buyers.aspx>
- 2) Go to "Training Assistance Documents"
- 3) Select Adding Contract Filters
- 4) Follow the prompts
- 5) (The system will update your agency's view overnight).

To refresh your memory on adding users to smartbuy®:

- 1) Go to <http://www.nswprocurement.com.au/Training/eLearning/Buyers.aspx>
- 2) Go to "smartbuy® User Administrator Training"
- 3) Select User Administration Simulation
- 4) Click on <Run> when the dialogue box appears and follow the prompts.

If you have more than 20 users to add at one time, please contact us to arrange a bulk upload of your list.

For assistance, contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).

**21) How do I communicate this change to users within my organisation?**

Information relating to this contract is available at [www.nswbuy.com.au](http://www.nswbuy.com.au) by clicking on the Workplace Supplies icon. This website can be circulated to users within your organisation.

**22) Who do I contact if I need further information?**

NSW Procurement Client Support Centre  
McKell Building 2-24 Rawson Place Sydney NSW 2000

T 1800 NSW BUY (1800 679 289)  
F (02) 9372 8077  
E [nswbuy@services.nsw.gov.au](mailto:nswbuy@services.nsw.gov.au)  
I [www.nswbuy.com.au](http://www.nswbuy.com.au)

