

CONTRACT GUIDE

**Contract ITS 2007:
Personal Computers, Notebook Computers &
Associated Services for Whole of NSW
Government**

**CONTRACT PERIOD: 1 May 2007 to 30 April 2010
Extended to 30 April 2012**

06/11

Contract Summary

This is a Panel Contract for the supply of Personal Computers, Notebook Computers and Associated Services for Whole of NSW Government.

This contract cannot be used to source servers, they are available through the following contracts-

Contract ITS 2007S - Servers and Associated Services

Contract 2846 - Server Platforms, Storage, Virtualisation Technologies, UPS's and Associated Support Services.

NSW Procurement

McKell Building 2-24 Rawson Place Sydney NSW 2000

T 1800 NSW BUY (1800 679 289)

E nswbuy@commerce.nsw.gov.au

I www.nswbuy.com.au

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

Enquiries to 1800 NSW BUY (1800 679 289) or visit the website www.nswbuy.com.au



Table of Contents

Contract Summary	2
Introduction	4
Section 1 – Accessing the Contract	5
New Customers	5
Placing an Order direct with supplier	5
Placing an Order through smartbuy®	5
Pricing	5
Section 2 – Range of Products	6
Associated Services.....	6
Miscellaneous Products Comprising:.....	6
Servers.....	6
Product Categories	7
Warranty and Delivery	8
Section 3 – Key Features.....	11
Section 4 – Suppliers	12
Printed Catalogues	12
Acer Computer Australia Pty Ltd.....	13
ASI Solutions.....	13
Corporate Express	14
Dell Australia	14
Fujitsu Australia Ltd.....	15
Hewlett-Packard Australia Pty Ltd.....	15
Lenovo Australia & New Zealand P/L.....	16
Panasonic Australia Pty Ltd	17
Pioneer Computers Australia	18
Toshiba Australia	18
Tough Corp	19
Section 5 – Contract Conditions.....	20
Organisations Eligible to Purchase from the Contract	20
Operation of Nominee Purchasing.....	21
Introduction	21
What is a Nominee Purchaser?	21
Code of Behaviour – Protection of Children and other Vulnerable People	21
Government Taxes, Duties and Charges	22
Title and Risk	22
Delays and Emergencies	22
Section 6 – Frequently Asked Questions	23
Section 7 – Contract Administration & Supplier Performance Survey	24
NSW Procurement Contact Numbers.....	24

Introduction

This contract guide is designed to provide customers with all the necessary information needed to utilise ITS 2007: Personal Computers, Notebook Computers and Associated Services for Whole of NSW Government.

NSW Procurement provides a full range of procurement services for government agencies and other clients. Services include 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 Personal Computers, Notebook Computers and Associated Services for a term of three years up to 30 April 2010.

The contract has been extended and is presently **expiring 30 April 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, an office of the Department of Services, Technology & Administration.

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.

New Customers

To register as a new customer, visit www.nswbuy.com.au > Purchasing for Government. You can either complete the process on line or download and complete an application form. 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.

Placing an Order direct with supplier

Registered state contract users can order goods and services direct with the supplier.

By placing an order, an organisation is entering into a contract with the supplier and, as a minimum, the following information should be included in the official order:

- Contract Number and Name
- Name and address of Supplier and Customer
- NSWBUY Identification Number
- Customer's Order Number
- Date of Order and Date of Delivery
- Item, product code, contract price, quantity and any accessories

You need to quote your NSWBUY Identification Number each time you purchase from state contracts. If you are unsure of your NSWBUY Identification Number, please contact NSW Procurement Client Support Centre on **1800 NSW BUY (1800 679 289)**.

Further information on state contracts is also available on the website www.nswbuy.com.au

Placing an Order through smartbuy®

Registered customers have the advantage of signing up as a smartbuy® user.

Simply visit www.smartbuy.nsw.gov.au, complete the e-form in the Buyers section online and submit. Once confirmation of the online application is received back from your organisation's authoriser, a LOG IN and USER ID will be generated to allow you access to the Search and Browse facility of smartbuy®.

The Search and Browse facility allows you to view the goods and services listed and compare prices before placing an order.

smartbuy® training is available by phoning **1800 NSW BUY (1800 679 289)**.

Pricing

Prices may change in accordance with the price variation conditions of the contract if there are any. Regular users of state contracts should consider using smartbuy® for latest pricing if applicable.

For further information, please contact NSW Procurement Client Support Centre on telephone **1800 NSW BUY (1800 679 289)**.

Section 2 – Range of Products

The range of products and services available under the contract include:

- Personal Computers.
- Notebook Computers.

Each supplier on the above panel contracts also offer a range of product upgrade and downgrade options as well as the following optional associated services, which can be purchased in conjunction with the purchase of the equipment:

- installation,
- loading of SOE,
- loading of other software applications,
- decommissioning,
- supplier take back/disposal services

The equipment in these two categories (Personal Computers and Notebook Computers) has been selected because it meets or exceeds the minimum Government Standard Specification for the best price. The suppliers cannot increase the price of their computers unless there is a change in the minimum Government Standard Specification.

Suppliers can reduce prices at any time if approved by NSW Procurement, but the lower price becomes the new base price for that supplier's equipment and that lower price must be available to all other buyers. Suppliers may seek approval from NSW Procurement to change the specifications of their equipment on contract if they can no longer supply the existing equipment, but the price cannot increase. All machines are sent to an independent testing organisation to confirm their compliance, performance and robustness for government use.

Suppliers are encouraged to minimise the number of changes to their specification to allow buyers the ability to standardise on a stable operating environment

Associated Services

A panel of suppliers has been established to provide associated services independent of the purchase of any equipment. The services can be purchased from suppliers on this panel as discrete services to meet the customer's requirements and do not need to be purchased in conjunction with the purchase of any equipment. The following associated services are available from this panel:

- installation,
- loading of SOE,
- loading of other software applications,
- decommissioning,
- disposal services
- out-of-warranty repairs.

Miscellaneous Products Comprising:

- a) Thin Client Terminals
- b) Ruggedised Notebook Computers
- c) Tablet Computers
- d) Personal Digital Assistants (PDA)
- e) Peripherals and Accessories (eg monitors, Memory Sticks, Security Cables, Server Racks)

No minimum Government Standard Specification was set for these categories and no testing done for compliance, performance or robustness of these machines.

Servers

This contract cannot be used to source servers, they are available through the following contracts-

Contract ITS 2007S - Servers and Associated Services

Contract 2846 - Server Platforms, Storage, Virtualisation Technologies, UPS's and Associated Support Services.

Product Categories

	PCs	Notebooks	Thin Clients	Ruggedised Notebooks	Tablet Computers	PDA's	Associated Services
Acer	✓	✓	✓		✓		✓
ASI	✓	✓		✓			✓
Corporate Express							✓
Dell			✓	✓			✓
Fujitsu			✓		✓	✓	✓
Hewlett-Packard	✓	✓	✓		✓	✓	✓
Lenovo	✓	✓	✓		✓		✓
Panasonic				✓			
Pioneer				✓	✓		✓
Toshiba					✓		
ToughCorp					✓	✓	

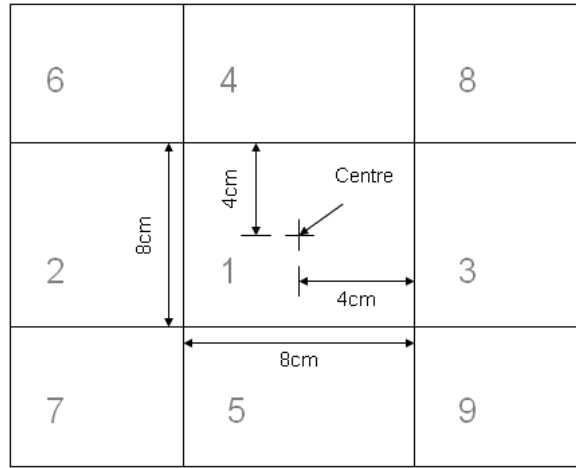
Warranty and Delivery

1.0 Basic Warranty Services

- a) The basic warranty offered covers all components, including third-party components, comprising the Deliverables without exclusion or limitations.
- b) There is no additional cost to Customers associated with the base warranty services regardless of where the Customer is located in the state of NSW.
- c) The following basic warranty requirements apply:

Deliverable	Warranty Service	Warranty Term	Service Level Requirements (Minimum)
Personal Computers and Monitors	Next Business Day Onsite	Four (4) years	<ul style="list-style-type: none"> Greater Metropolitan Area (Note 1) - On-site attendance by a representative prior to the end of the next Business Day following a warranty call or electronic logging by a Customer (Regional (Note 2) = two (2) Business Days) Target duration from logging of a warranty call to the Deliverable being returned to its normal operating condition is two (2) business days (Regional = three (3) business days) If the Deliverable is not repaired within five (5) Business Days equivalent substitute Equipment (appropriately configured) must be offered at nil cost to the Customer.
Notebooks Computers, Tablets, Ruggedised Notebook Computers and PDAs	Next Business Day Onsite or courier pickup and return to base	Four (4) years	<ul style="list-style-type: none"> Greater Metropolitan Area - On-site attendance by a representative prior to the end of the next Business Day following a warranty call or electronic logging by a Customer (Regional = two (2) Business Days) Or Courier pickup and return to Supplier at Supplier's expense with same timing requirements (Some Customers will require the disk drive be removed prior to the Deliverable being returned to Supplier). Target duration from logging of a warranty call to the Deliverable being returned to its normal operating condition is two (2) business days (Regional = three (3) business days) <p>If the Deliverable is not repaired within five (5) Business Days equivalent substitute Equipment (appropriately configured) must be offered at nil cost to the Customer.</p>
LCD Monitors	Next Business Day Onsite or courier pickup and return to base	Thirty (30) Days	Replace LCD Monitor if any dead pixel/s evident.
		Four (4) years after the above thirty (30) day warranty	Replace LCD Monitor if the following dead pixel criteria are exceeded (refer below diagram for defined areas on LCD monitors): <ul style="list-style-type: none"> Area 1 – Zero (0) dead pixels Areas 2,3,4 &5 – One (1) dead pixel Areas 6,7,8 &9 – Two (2) dead pixels

The diagram below is for the purposes of the above-mentioned dead pixel warranty.



Note 1: Greater Metropolitan Area is defined on the basis of the following Local Government Areas: Ashfield, Auburn, Bankstown, Baulkham Hills, Blacktown, Blue Mountains, Botany Bay, Burwood, Camden, Campbelltown, Canada Bay, Canterbury, Fairfield, Gosford, Hawkesbury, Holroyd, Hornsby, Hunters Hill, Hurstville, Kiama, Kogarah, Ku-Ring-Gai, Lake Macquarie, Lane Cove, Leichhardt, Liverpool, Maitland, Manly, Marrickville, Mosman, Newcastle, North Sydney, Parramatta, Penrith, Pittwater, Randwick, Rockdale, Ryde, Shellharbour, Strathfield, Sutherland, Sydney, Warringah, Waverley, Willoughby, Wingecarribee, Wollondilly, Wollongong, Woollahra, Wyong.

Note 2: Regional Areas is defined as all other areas.

2.0 Extended Warranty Services

Extended warranty is offered by many of the appointed suppliers. Details of any extended warranty offered are shown in the price schedules for each product category.

3.0 Delivery Requirements

- a) All Deliverables are to be delivered Free Into Store (FIS) to all NSW Metropolitan and Regional locations.
- b) Deliverables are to be packaged for delivery such that any damage likely to occur in transit is minimised. The Customer must not be made responsible for any costs arising out of damages that occur whilst Deliverables are in transit.
- c) Deliverables must be delivered to the location specified by the Customer in their order, generally during the normal working hours of the Customer. The Customer must be contacted prior to delivery so that necessary arrangements for receiving can be made.

4.0 Delivery – Service Levels

- a) The following service levels will apply with respect to delivery times for the supply of Deliverables to NSW locations. Delivery time refers to the period from the placement of the order by an Agency to the physical receipt of the Deliverable at the Customers nominated delivery location.

Greater Metropolitan Area (Note 1)

Equipment Sub-Category	Target Delivery Time	Maximum Delivery Time
Personal Computers and monitors	5 Business Days	10 Business Days
Notebook Computer/Ruggedised Notebook Computer/Tablet/PDA	7 Business Days	12 Business Days

Regional Areas (Note 2)

Equipment Sub-Category	Target Delivery Time	Maximum Delivery Time
Personal Computers and monitors	7 Business Days	12 Business Days
Notebook Computer/Ruggedised Notebook Computer/Tablet/PDA	9 Business Days	14 Business Days

Note 1: Greater Metropolitan Area is defined on the basis of the following Local Government Areas: Ashfield, Auburn, Bankstown, Baulkham Hills, Blacktown, Blue Mountains, Botany Bay, Burwood, Camden, Campbelltown, Canada Bay, Canterbury, Fairfield, Gosford, Hawkesbury, Holroyd, Hornsby, Hunters Hill, Hurstville, Kiama, Kogarah, Ku-Ring-Gai, Lake Macquarie, Lane Cove, Leichhardt, Liverpool, Maitland, Manly, Marrickville, Mosman, Newcastle, North Sydney, Parramatta, Penrith, Pittwater, Randwick, Rockdale, Ryde, Shellharbour, Strathfield, Sutherland, Sydney, Warringah, Waverley, Willoughby, Wingecarribee, Wollondilly, Wollongong, Woollahra, Wyong.

Note 2: Regional Areas is defined as all other areas.

- b) Urgent orders of less than ten (10) units are to be delivered at the earliest practical time and suppliers must hold a buffer stock of Deliverables and use best endeavours to enable this requirement to be met.

Section 3 – Key Features

- Average 30% savings for Desktops
- Average 20% savings for Notebooks
- Same low price for all agencies
- Single minimum specification, including upgrade and downgrade options
- 6 Monthly review involving CIO Executive Council
- 4 year warranty
- Agreed service levels (see page 10)
- All prices on central catalogue in Smartbuy®
- Free take back scheme available - Suppliers take back one PC for every PC installed. Please check with suppliers for details.
- Reduced red tape, tendering costs and negotiation. No quotes or negotiation required
- Associated services (installation; loading of SOE; loading of other software applications; decommissioning; disposal services and out of warranty repairs) can be purchased from suppliers as discrete service

Section 4 – Suppliers

This Contract is for a period of three years.

The following Suppliers have been appointed to Contract ITS 2007: Personal Computers, Notebook Computers & Associated Services For Whole Of NSW Government.

Customers are free to choose which of the Suppliers they purchase from.

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

Printed Catalogues

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

Acer Computer Australia Pty Ltd

Contact: Ronnie Aron
ABN: 78 003 872 768
Site address: 5 Figtree Drive
Australia Centre, Olympic Park
Homebush Bay NSW 2127
Post address: 5 Figtree Drive
Australia Centre, Olympic Park
Homebush Bay NSW 2127
Telephone: 02 8762 3670
Facsimile: 02 9764 2713
E-mail: orders@acer.com.au
Internet: www.acer.com.au

Supplier Notes

Products

PCs
Notebooks
Thin Clients
Tablet Computers
Associated Services

Dealers

Dataflex Pty Ltd

Contact: Andreas Deakin
ABN: 95 008 623 489
Telephone: 02 6259 1999
Mobile: 0447 575 442

Learning with Technologies

Contact: Paul Doherty
ABN: 96 099 102 002
Telephone: 1300 550 717
Mobile: 0409 132 220

ASI Solutions

Contact: Jason King
ABN: 40 068 649 972
Site address: 8 Lord Street
The Lakes Business Park
Botany NSW 2019
Post address: Locked Bag 8
Botany NSW 1455
Telephone: 02 9384 8000
Facsimile: 02 9666 5460
E-mail: itssales@asi.com.au
Internet: www.asi.com.au

Supplier Notes

Products

PCs
Notebooks
Ruggedised Notebooks
Associated Services

Dealers

None listed

Corporate Express

Contact: Ravi Krishnan
ABN: 94 000 728 398
Site address: 163 O' Riordan Road
Mascot NSW 2020
Post address: 163 O' Riordan Road
Mascot NSW 2020
Mobile: 0421 326 747
Telephone: 02 9335 0097
Facsimile: 02 9086 7905
E-mail: ravi.krishnan@ce.com.au
Internet: www.ce.com.au

Supplier Notes

Products

Associated Services

Dealers

None listed

Dell Australia

Contact: Joe Jones
ABN: 46 003 855 561
Site address: Unit 3, 14 Aquatic Drive
Frenchs Forest NSW 2086
Post address: PO Box 91
Frenchs Forest NSW 2086
Mobile: 0410 045 605
Telephone: 02 8972 5815
Facsimile: 02 8972 6815
E-mail: joe_jones@dell.com
Internet: www.dell.com.au

Supplier Notes

Products

Thin Clients
Ruggedised Notebooks

Associated Services

Dealers

None listed

Fujitsu Australia Ltd

Contact: Martyn Brayshaw
ABN: 19 001 011 427
Site address: Level 16, 15 Blue Street
North Sydney NSW 2060
Post address: PO Box 1713
North Sydney NSW 2060
Telephone: 02 9113 9244
Facsimile: 02 9113 9578
E-mail: martyn.brayshaw@au.fujitsu.com
Internet: www.au.fujitsu.com

Supplier Notes

Products

Tablet Computers
Thin Clients
PDA's
Associated Services

Dealers

None listed

Hewlett-Packard Australia Pty Ltd

Contact: Cherene Casinader
ABN: 74 004 394 763
Site address: Level 5, 410 Concord Road
Rhodes NSW 2138
Post address: 31 - 41 Joseph Street
Blackburn VIC 3130
Mobile: 0423 021 917
Facsimile: 02 8003 7918
E-mail: cherene@hp.com
Internet: www.hp.com.au

Supplier Notes

Products

PCs
Notebooks
Thin Clients
Tablet Computers
PDA's
Associated Services

Dealers

None listed

Lenovo Australia & New Zealand P/L

Contact: Barry Rogers
ABN: 70 112 394 411
Site address: Level 10, North Tower
1-5 Railway Street
Chatswood NSW 2067
Post address: PO Box 5077
Chatswood NSW 1515
Telephone: (02) 8003 8366
Facsimile: 02 8853 3518
E-mail: brogers@lenovo.com
Internet: www.lenovo.com.au

Supplier Notes

Products

PCs
Notebooks
Thin Clients
Tablet Computers
Associated Services

Discount

0.5% for payment within 7 days from the receipt of invoice.

Lenovo Dealers

Corporate Express

Contact: Ahmed Latif
Post address: 67-77 Epsom Rd
Roseberry NSW 2018
Telephone: 9335 0555
Facsimile: 9335 0092
E-mail: ahmed.latif@ce.com.au

Fujitsu

Contact: Perry Delaney
Post address: Level 16, 15 Blue Street
North Sydney NSW 2060
Telephone: 9113 9239
Facsimile: 9113 9473
E-mail: perry.delaney@au.fujitsu.com

Data #3

Contact: Matthew Barry
Post address: Level 2, 107 Mount Street
North Sydney NSW 2060
Telephone: 1300 23 28 23
Facsimile: 1300 32 82 32
E-mail: matthew_barry@data3.com.au

Tardis Services

Contact: Matt Powell
Post address: 11-17 Khartoum Road
North Ryde NSW 2113
Telephone: 9878 2733
Facsimile: 9878 5355
E-mail: mattp@tardis.com.au

Klikon Solutions

Contact: David Abouhaidar
Post address: PO Box N96,
Petershan Nth NSW 2049
Telephone: 9561 3131
Facsimile: 9560 0118
E-mail: davida@klikon.com

Datacom Systems

Contact: Frank Falcone
Post address: 1 Julius Avenue
North Ryde NSW 2113
Telephone: 8875 3770
Facsimile: 8875 3400
E-mail: frank.falcone@datacom.com.au

Adnet

Contact: Jesse Woo
Post address: Lvl 4, 144 Pacific Highway
North Sydney NSW 2060
Telephone: 8920 2060
Facsimile: 8920 2090
E-mail: Jesse.woo@adnet-technology.com.au

OPC IT

Contact: Tony MacIntyre
Post address: PO Box 6005
Philip ACT 2606
Telephone: 02 61628311
Facsimile: 02 6285 4114
E-mail: Tony.Macintyre@opc.com.au

Lenovo Cont'

Arion Systems Pty Ltd

Contact: Peter Lyall
ABN: 80 074 189 709
Site address: Unit 4/5-7 Channel Road
Mayfield West NSW 2304
Telephone: 1300 027466
Facsimile: 02 4960 1188
E-mail: sales@arion.com.au
Internet: www.arion.com.au

PCnation Pty Ltd

Contact: Adam Nixon
ABN: 85 123 336 390
Site address: Unit 38/34-36 Ralph Street
Alexandria NSW 2015
Telephone: 02 8338 1111
Mobile: 0433 009 222
Facsimile: 02 8338 1101
E-mail: Adam.nixon@pcnation.com.au
Internet: www.pcnation.com.au

Ethan Group Pty Ltd

Contact: Justin Carey
ABN: 93 099 503 456
Site address: 13-15 Lyon Park Road
North Ryde NSW 2113
Telephone: 02 8864 0000
Mobile: 0413 625 579
Facsimile: 02 8572 5305
E-mail: Justin.carey@ethangroup.com.au
Internet: www.ethangroup.com.au

Panasonic Australia Pty Ltd

Contact: Lisa Chaney
ABN: 83 001 592 187
Site address: 1 Garigal Road
Austlink Corporate Park
Belrose NSW 2085
Post address: Locked Bag 505
Frenchs Forest NSW 2086
Telephone: 02 9986 7418
Facsimile: 02 9986 7575
E-mail: lisa.chaney@au.panasonic.com
Internet: www.panasonic.com.au

Panasonic Cont'

Supplier Notes

Products

Ruggedised Notebooks

Dealers

Advanced Mobile IT Pty Ltd

Contact: Darren Davis
ABN: 70 130 034 132
Site address: Unit 28, 5 Gladstone Rd
Castle Hill NSW 2154
Post address: PO Box 8211
Baulkham Hills NSW 1755
Telephone: 02 9680 7844
Mobile: 0408 437 709
Facsimile: 02 9680 7822
E-mail: sales@amit.com.au
Internet: www.amit.com.au

TLC IT Solutions

Contact: Terry Cleary (in his
absence Kris Kowalczyk)
ABN: 41 100 729 977
Site address: Level 3, 144-148 Pacific Highway
North Sydney NSW 2060
Post address: PO Box 1472
North Sydney NSW 2059
Telephone: 02 8925 1900
Mobile: 0418 609 835
Facsimile: 02 9922 6722
E-mail: tcleary@tlcits.com.au
Internet: www.tlconline.com.au

Pioneer Computers Australia

Contact: Damon Hardman
ABN: 18 076 874 112
Site address: Unit 2, 37 O'Riordan Street
Alexandria NSW 2015
Post address: PO Box 680
Chatswood DC NSW 2067
Telephone: 02 9690 2888
Facsimile: 02 9690 0333
E-mail: sales@pioneercomputers.com.au
Internet: www.pioneercomputers.com.au

Supplier Notes

Products

Tablet Computers
Ruggedised Notebooks
Associated Services

Discount

3% for payment within 7 days from the receipt of invoice.
2% for payment within 14 days from the receipt of invoice.
1% for payment within 21 days from the receipt of invoice.

Dealers

NIL

Toshiba Australia

Contact: Gary Lawrence
ABN: 19 001 320 421
Site address: Building C, 12-24 Talavera Road
North Ryde NSW 2113
Post address: Building C, 12-24 Talavera Road
North Ryde NSW 2113
Telephone: 02 9815 6260
Facsimile: 02 9815 6249
E-mail: glawrence@toshiba-tap.com
Internet: www.toshiba.com.au

Supplier Notes

Products

Tablet Computers

Dealers

None listed

Tough Corp

Contact: Frank Bryan
ABN: 16 097 105 014
Site address: 12 Chaplin Drive
Lane Cove NSW 2066
Post address: 12 Chaplin Drive
Lane Cove NSW 2066
Telephone: 02 9427 6577
Facsimile: 02 9420 9221
E-mail: sales@toughcorp.com
Internet: www.toughcorp.com

Supplier Notes

Products

Tablet Computers
PDA's

Discount

2% for payment within 7 days from the receipt of invoice.
2% for payment within 14 days from the receipt of invoice.

Dealers

None listed

Section 5 – Contract Conditions

Organisations Eligible to Purchase from the Contract

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 Services, Technology & Administration, or an official delegate of the Minister, to issue orders for supplies comprised in that agreement.

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

- Government Schools and Private Schools
- TAFE Colleges
- Public Hospitals and Area Health Services
- Trustees of Public Parks
- Boards
- Tribunals
- Commissions
- Registries.

For the purposes of part (f) 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
- Pre-Schools/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 based groups sponsored by the Ministry for the Arts.

Operation of Nominee Purchasing

Introduction

The Nominee Purchaser Arrangement was created under REG 18 of the Public Sector (Goods and Services) Regulation 2000 (NSW). The Regulation allows the State Contracts Control Board ("SCCB") to provide access to suppliers of public sector agencies to SCCB standing offer agreements for the provision of goods and services. These suppliers 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 supplier to a public sector agency, nominated by the public sector agency to be authorised to place Orders under Standing Offer Agreements for works done as such a supplier 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 Is 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. 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.

If you have any further enquires, or are interested in using this facility please call NSW Procurement Client Support Centre on telephone 1800 NSW BUY (1800 679 289) or e-mail nswbuy@commerce.nsw.gov.au.

Code of Behaviour – Protection of Children and other Vulnerable People

The Supplier must ensure that all persons working on the site or sites under the Contract, including but not limited to the Supplier's employees and managers, consultants, sub-Suppliers and suppliers (Supplier Employees) understand and comply with the requirements shown below.

All Supplier Employees must gain permission to enter the school or facility before commencing work and they may only enter approved areas. The Supplier's representative or where a sub-Supplier is working without the supervision of the Supplier, the sub-Supplier's representative must report their presence to the person in charge of the school or facility on arrival each day and record, in the Site Visit Log, the details of all Supplier's or sub-Supplier's employees working at the site or sites that day.

Supplier Employees should avoid talking with, touching or interacting with any children or residents or other users of the school or facility except where the work requires it or in an emergency or safety situation.

Supplier Employees must only use approved toilets and other facilities, unless the person in charge of the school or facility gives written authority to use alternative arrangements.

The work area must not be able to be used or accessed by children, or residents or other users of the school or facility while work is in progress. Clear signs and barricades (where appropriate) must be used to prevent any inadvertent or unauthorised access.

Appropriate privacy must be maintained when working on toilets and similar facilities. Supplier Employees must ensure that toilets and similar facilities are not occupied or in use by children, residents or other users before entering to perform work, and that work does not continue when use of the facilities is required. Where practicable male employees should perform work on male facilities and female employees on female facilities.

Supplier Employees must wear clothing that is tidy and in good condition, including a shirt, shorts or trousers or skirts at all times.

Supplier Employees should report any concerns about children's behaviour or child abuse to the person in charge of the school or facility.

Supplier Employees must wear or carry an identity card at all times when on the site or sites.

Government Taxes, Duties and Charges

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

Title and Risk

Title transfers on delivery.

Delays and Emergencies

From time to time the supply 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:

- Unavoidably delays the Supplier in the performance of its obligations under the Agreement;
- Is beyond the reasonable control of the Supplier; and
- 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 of the supplies, 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).

Section 6 – Frequently Asked Questions

For up to date information go to www.nswbuy.com.au

Then NEWS & EVENTS

HOME | ABOUT US | **NEWS & EVENTS** | PUBLICATIONS | SUBSCRIBE | QUICK LINKS | CONTACT US

nswbuy™

FIND IT HERE



E10 - THE CHEAPER, CLEANER & GREENER FUEL



SAVE UP TO 35% ON FOOD



SAVE UP TO 30% ON DESKTOPS



OUR WEBSITE



GUIDE TO PURCHASING

UPCOMING CONTRACTS:
TEMPORARY LABOUR
OFFICE SUPPLIES

BUYING FOR GOVERNMENT

HOW TO INCREASE SAVINGS FOR YOUR AGENCY

SUPPLYING TO GOVERNMENT

DETAILS ON HOW TO BECOME A GOVERNMENT SUPPLIER

PROCUREMENT POLICIES

VIEW PROCUREMENT POLICIES

CONSULTANTS

ENGAGING CONSULTANTS



TRAVEL



PROPERTY MGMT / MAINTENANCE



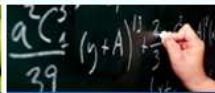
TELECOMMUNICATIONS



UTILITIES



FOOD



EDUCATIONAL SUPPLIES



HEALTH & HYGIENE



HARDWARE & CONSTRUCTION



OFFICE & WORKPLACE



TRANSPORT



INFORMATION TECHNOLOGY



RECRUITMENT & SERVICES



Office of
NSW Procurement

[Privacy Policy](#) | [Disclaimer](#) | 1.0

Section 7 – Contract Administration & Supplier 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 under contracts established by NSW Procurement (an office of the Department of Services, Technology & Administration) on behalf of NSW government agencies.

Information on "Service Provider Performance Management" is available on the NSW Procurement website at <http://www.nswprocurement.com.au/PDF/Policy/Service-Provider-Performance-Reporting-Guideline.aspx>

For more information on supplier performance feedback please call the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289)

NSW Procurement Contact Numbers

The contract has been arranged and is administered by NSW Procurement. If you have any questions relating to the operation of the contract then 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 8077

E nswbuy@commerce.nsw.gov.au

I www.nswbuy.com.au

