NSW GOVERNMENT ICT SERVICES SCHEME

| V 2.2 August 2023 | ICT Services Scheme Rules |

These Rules apply to all NSW Government Agencies and registered Suppliers on the *NSW Government ICT Services Scheme*

SCHEDULE OF DOCUMENT AMENDMENTS

Revision number	Date	Revision description
V1.0	18/09/2019	First version published on 18 September 2019
V1.1	10/01/2020	Second version published on 10 January 2020
V1.2.1	14/02/2020	ICT Consulting Commercial Framework requirements incorporated
V1.2.2	14/05/2020	Updated the hyper links
V1.2.3	30/09/2020	Review of scheme rules for plain English and hyperlinks updated
V2	23/11/2020	Compliance with EPP Direction and adding Cloud categories
V2.1	01/07/2021	Removing the reference to Procure IT Framework and adding ICT Purchasing Framework
V2.2	23/08/2023	Updating references to eTendering system to reflect buy.nsw schemes module, clarified requirements around insurance and purchasing framework.

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1. CONTEXT

The NSW Government ICT Services Scheme ("ICT Services Scheme") was established by the Department of Customer Service ("DCS") to simplify the procurement process of all ICT related goods and services for NSW Government agencies and Suppliers. It aims to improve opportunities for small-to-medium enterprises to do business with NSW Government.

As such, the scope of the ICT Services Scheme aligns with the objectives of the NSW Government Beyond Digital Strategy. Use of the ICT Services Scheme by NSW Government agencies is mandatory in accordance with Procurement Board Direction (PBD) 2020-04 and also governed by PBD 2020-05. DCS administers the ICT Services Scheme on behalf of the Contract Authority.

2. DEFINITIONS

Definition	Means
Applicant	an entity that has applied for admission to the ICT Services Scheme.
Application	an online Application for admission to the ICT Services Scheme submitted on the buy.nsw website.
buy.nsw	NSW Government's procurement website, located at https://buy.nsw.gov.au.
Contract Authority	the Chief Executive of the NSW Government Department of Customer Service.
Customer	any Eligible Buyer listed on the **buy.nsw** website under 'current buyers' at https://info.buy.nsw.gov.au/buyer-guidance/get-started/non-agency-buyers
DCS	the NSW Government Department of Customer Service Cluster.
EPP Direction	refers to PBD 2019-05 Enforceable Procurement Provisions
ICT Consulting Services	the provisions of recommendations or professional advice to assist decision-making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.
ICT Consulting Framework	a set of standard commercial conditions that include capped resource rates, discount structure, capped expenses and standard expense types The framework can be found here.
ICT Services Scheme	the NSW Government ICT Services Scheme administered by DCS.
ICT Services team	the entity established by the Contract Authority to make recommendations relating to the performance of the ICT Services Scheme.
Limited tendering (for EPP covered procurements)	For the purposes of applying limited tendering for EPP covered procurements, limited tendering means a procurement process where a minimum of three (3) supplier of the ICT Services scheme have been invited and justification has been provided in line with Section 14 of the schemes rules.
Material Adverse Event	has the same meaning as in Part 3: Dictionary under the Procure IT (v3.2) as amended from time to time.
Material Defect	has the same meaning as in Schedule 1.1 of the ICTA
Scheme Rules	means this document NSW Government ICT Services Scheme Rules.
Scheme Termination Notice	means a notice published on the buy.nsw website issued by DCS on behalf of the Contract Authority advising of the intent to terminate the ICT Services Scheme.
Supplier	an Applicant that has been granted admission to the ICT Services Scheme.
Supplier Declaration	the declaration that Suppliers are required to provide when making an Application to the ICT Services Scheme which states that the Applicant is authorised to submit the Application for and on behalf of the Applicant organisation and, in doing so, warrants that the Applicant organisation is not subject to a Material Adverse Event or Material Defect and the information provided in the Application is true and correct.
Supplier Hub	the NSW Government buyer marketplace where Suppliers register to do business with NSW Government at https://suppliers.buy.nsw.gov.au/login

3. EPP DIRECTION

The ICT Services Scheme is a 'procurement list' within the meaning of the Procurement Board Direction PBD 2019-05 Enforceable Procurement Provisions (EPP Direction). It is established in accordance Part 6 and any other relevant criteria set out in the EPP Direction that applies to procurement lists.

When procuring ICT related goods and services, NSW Government agencies can comply with the EPP Direction by inviting a limited number of prequalified Suppliers from the ICT Services Scheme, where the estimated value of the procurement is or exceeds the threshold determined by the EPP Direction. In line with PBD-2020-05, a minimum of three (3) suppliers from the scheme may be invited for covered procurements, if justification is provided in line with Section 14 of the schemes rules.

If inviting less than three suppliers from the scheme, justification must be provided in line with *Part 4, Section 15 of the EPP Direction* *'circumstances where limited tendering is permitted.'*

4. CONTACT INFORMATION

For any information relating to the ICT Services Scheme, please contact: *Scheme Administrator- SCM0020, ICT/Digital Sourcing Branch, NSW Department of Customer Service, Level 23 McKell Building, 2-24 Rawson Place, Sydney NSW 2000. Email: ICTServices@customerservice.nsw.gov.au*

5. AMENDMENTS

The ICT Services Scheme Rules ("Scheme Rules") may be amended periodically by DCS as required. Suppliers will be notified by email regarding amendments to the Scheme Rules. Suppliers must ensure they comply with the most recent version of these Scheme Rules and may withdraw their scheme membership at any time.

6. COMPLIANCE WITH LAWS AND POLICIES

Suppliers must comply with all relevant laws and policies, including reporting. Breach of any relevant policies and/or laws may result in suspension or removal from the ICT Services Scheme.

The NSW Procurement Policy Framework provides a consolidated view of government procurement objectives and the Procurement Board's requirements as they apply to each step of the procurement process.

7. APPLICATION PROCESS

The ICT Services Scheme is always open to new suppliers.

Publication of the Scheme Rules constitutes an invitation to entities to make an application to be included in the ICT Services Scheme. There is no deadline for making an application to join the ICT Services Scheme, entities can submit an application at any time.

7.1 Buy.NSW Supplier Hub Registration

The Supplier Hub connects NSW Government buyers with businesses.

Entities must have a current Supplier Hub profile on the buy.nsw website, before applying to the ICT Services Scheme. Entities can create a Supplier Hub profile at https://suppliers.buy.nsw.gov.au/login

Once an entity's Supplier Hub profile is approved, they may apply for the ICT Services Scheme.

7.2 Applying to ICT Services scheme through Supplier Hub

Once entities have a Supplier Hub profile, they can apply for the scheme through their

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Supplier Dashboard by navigating to "schemes module", scrolling to "ICT Services Schemes" and clicking on "see details" to start their application.

7.2 Supplier Listings

There are two Supplier listings under the ICT Services Scheme; registered and advanced.

Entities can choose to apply for the registered Supplier list only, or both listings.

Supplier List	Suppliers are approved to provide ICT related goods and services that are:
1) Registered Supplier	• total value of up to $150,000 (ex GST) **and** • low risk.
2) Advanced Registered Supplier	• total value of over $150,000 (ex GST), **or** • high-risk.

The Advanced listing requires Applicants to submit additional information to meet the additional requirements under section 8.1.

7.3 Categories of supply

Entities can apply to supply to one, or more of 18 categories of supply under the ICT Services Scheme and may register for a sub-category, or the entire category, depending on what their business provides.

The goods and services that are available through the ICT Services Scheme are described in TAB A of these Scheme Rules – List of the goods and services available for procurement under the ICT Services Scheme.

Suppliers are not expected to supply every category under the ICT Services Scheme.

A list of the ICT Services Scheme categories can be found online at: https://buy.nsw.gov.au/schemes/ict-services-scheme

8. ADMISSION REQUIREMENTS

8.1 ICT Services Scheme Conditions for Participation

Entities must provide the below information for consideration to the ICT Services Scheme. The information may be subject to assessment, reference checking, searches, interview, enquiries, and confirmation. Suppliers are deemed to have authorised any such action.

Application requirement	Registered	Advanced
a) Organisation details including an Australian Business Number (ABN)	✓	✓

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Application requirement	Registered	Advanced
b) Details of company capacity and capability for each nominated category including: (i) details of recent relevant experience; (ii) details of certification, where applicable; (iii) qualifications and experience of key personnel, where applicable; (iv) two (2) referee reports for each nominated high-level category *Note: can be the same referees for multiple categories if applicable.*	✓ excluding iv *two (2) referee reports for each nominated high-level category*.	✓
c) Confirmation of the following matters that the Supplier is: (i) financially solvent; (ii) not subject to legal (including insolvency) proceedings or ICAC inquiry/ies; (iii) able to pay all debts when they are due for payment.	✓ excluding iii *confirmation of ability to pay all debts when due.*	✓
d) Agreement to provide an independent financial assessment if requested	✗	✓
e) Confirmation that they are not subject to a Material Adverse Event or Material Defect	✗	✓
f) Provide a Rate Card (Suppliers that provide consulting services are exempt for both)	✓	✓
g) Agreement to use the ICT Purchasing Framework during their engagements with the NSW Government, in accordance with Procurement Board Direction PBD 2021-02.	✓	✓
h) Agreement to the *ICT Consulting Standard Commercial Framework*	**Suppliers providing ICT Consulting Services only**	**Suppliers providing ICT Consulting Services only**

8.2 Insurance Requirements

ICT Services Suppliers agree to provide proof of the following relevant insurances before entering into an agreement with NSW Government or as otherwise requested as part of a tender process:

Insurance	Registered	Advanced
Professional indemnity insurance	**$1m**	**$1m**
Public Liability	**$5m**	**$10m**
Workers compensation	✓	✓

ICT Services Suppliers agree to these insurance levels as a minimum; however suppliers

should note that the core terms of the high-risk/high-value purchasing framework require greater levels of insurance. Insurance requirements specified in the agreement of any engagement override the requirements in these Scheme Rules. Agreements may also specify, where relevant, that additional insurances are required such as for cyber security or data breaches.

8.3 Requirements for the Supplier Hub (buy.nsw)

a) Entities registering for the Supplier Hub must provide the corporate and organisational information as appropriate.
b) The information provided by entities to buy.nsw may be subject to assessment, reference checking, searches, interview, enquiries and confirmation. By submitting their Application, entities are deemed to have authorised these activities.

8.4 Acceptance criteria

Admission to the ICT Services Scheme is subject to an applicant meeting the admission requirements outlined in clause 8.1.

In assessing whether an applicant satisfies the conditions for participation, the ICT Services team will base its assessment solely on the conditions for participation as described in the Rules. The outcome of a Supplier application will not be affected by the relevant Supplier's foreign affiliation or ownership, location, or the origin of its goods and services.

Eligible buyers will also carry out their own investigations into value for money, including company capacity and capability and independent credit report, for each engagement. Acceptance on the Registered Supplier List and Advanced Registered Supplier List is subject to:

a) provision of all required information;

b) agreement to these Scheme Rules; and

c) confirmation of Supplier Declaration.

9. NOTIFICATION OF OUTCOME

Applicants will be notified by email within 15 business days regarding the status of their Application to the ICT Services Scheme, as well as Application(s) to change ICT categories.

10. REQUEST FOR REVIEW OF THE DECISION

Should an Application be unsuccessful, the Applicant may ask for the decision to be reviewed by the ICT Services team if they believe there is substantive grounds for reconsideration onto the ICT Services Scheme.

A review request must be made in writing via email to ICTServices@customerservice.nsw.gov.au, providing full details of the reasons for the request and relevant details of the rejected Application. Existing Suppliers who unsuccessfully apply to change categories may also request for a review of a decision.   The Contract Authority will appoint another team member to review the Application and may accept or reject the request for review. The Applicant will be notified of the outcome by email from DCS.

11. MANDATORY USE OF ICT PURCHASING FRAMEWORK

Procurement Board Direction 2021-02 mandates the use of the ICT Purchasing Framework and sets out the scope for permissible variations. The ICT Purchasing Framework comprises:

a) Core& Contracting Framework; and
b) MICTA/ICTA ICT Contracting Framework

The MICTA/ICTA Purchasing Framework has been mandated for use since 1 September 2021.

12. ICT SERVICES SCHEME USAGE DATA

Suppliers must provide detailed usage data to DCS quarterly or as requested, which will be used to assess the performance of the ICT Services Scheme and to inform future procurement strategies. This data must be provided in the template specified by DCS. DCS relies on this usage data to manage the performance of Suppliers by monitoring performance on tendering, financial capability, compliance with the NSW Government Code of Practice for Procurement, contract performance and project outputs and outcomes. Failure to comply with this requirement will be deemed a breach of these Scheme Rules.

13. SUPPLIER INFORMATION MANAGEMENT

13.1   Changes to status or other details

Suppliers on Supplier Hub must ensure that their profiles are up to date and accurate. This includes updating their business identifiers i.e SME, Australian-owned etc. If there are any changes to the Supplier's organisational details, Suppliers are required to update their Supplier Hub profiles. Suppliers must submit a Membership Amendment application to make any changes to their profile. Suppliers can change their organisational details, add and remove capabilities and update application documents using the Membership Amendment application.

If the Supplier changes involves a new ABN, the Supplier needs to submit a new application to join the Scheme as the system does not allow manual changes to the ABN once a Supplier has been approved.

13.2   Changes to categories

Suppliers may submit changes to their nominated service categories once they are an approved supplier on the ICT Services Scheme. They can make the changes through buy.nsw by submitting a Membership Amendment application. Changes made to ICT categories are subject to the Acceptance Criteria specified in Section 8.4 Material Adverse Event and Material Defect

Where a Supplier becomes subject to a Material Adverse Event or a Material Defect they must immediately notify DCS by emailing details to ICTServices@customerservice.nsw.gov.au.

14. LIMITED TENDERING PERMITTED UNDER EPP DIRECTION

The ICT Services scheme has been established as a 'procurement list' under the EPP.

In accordance with Procurement Board Direction PBD-2020-05, if procuring for an ICT related EPP covered procurement, agencies may invite a limited number of suppliers to tender (min. 3 quotes) from the ICT Services scheme, if justification is provided in line with Section 14 of the scheme's rules. This does not exempt agencies from complying with other aspects of the EPP, such as minimum tender submission timeframes.

Direct negotiation or seeking quotes from less than 3 suppliers from the scheme for an EPP covered procurement is not allowed under scheme rules. If an agency requires this, they must justify in line with *Part 4, Section 15 of the EPP Direction* *'circumstances where limited tendering is permitted.'*

14.1   Justification for the Limitation

Inviting a limited number of Suppliers registered on the ICT Services Scheme is permitted. Depending on the circumstances, justification for inviting submissions from only a limited number of Suppliers on the ICT Services Scheme, includes:

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Compliance with Laws and Policies related reasons:

Some of these considerations include for instance, compliance with:

d) State Records Act 1998, Government Information (Public Access) Act 2009, Privacy and Personal Information Protection Act 1998, Health Records and Information Privacy Act 2002 and the Data Sharing (Government Sector) Act 2015,

e) NSW Cyber Security Policy. For example, an agency may need to be satisfied that the service provider meets specific security requirements.

f) NSW Beyond Digital Strategy. For example, use of core and common components.

Any other relevant policy or legislation.

Financial reasons:

Some of these considerations include but are not limited to:

a) Specific Suppliers being more financially sound and stable than others

The agency is required to meet specific financial business requirements for instance savings targets. Hence, may only invite Suppliers who offer competitive pricing and discounted rates.

Commercial reasons:

Some of these considerations include but are not limited to:

a) The agency may consider in their procurement strategy that is more business efficient to include only a limited number of Suppliers. For example, it is not efficient to invite all the Suppliers from a category or subcategory as not all those Suppliers will meet the relevant agency's needs. This requires agencies to limit Supplier procurement invitations to ensure business efficacy on the procurement process for both Suppliers and government agencies alike. The agency may invite only a limited number of Suppliers to make submissions to avoid significant inconvenience or substantial duplication of costs for both the agency itself and the Supplier.

b) The agency may invite only a limited number of Suppliers to make submissions based on their capacity, subject matter expertise, availability, experience and other relevant commercial reasons referred to the agency's procurement needs and the specific ICT solution. For example: the specific Suppliers' objectives align with the agencies business objectives and/or the agency's transformation journey/roadmap and/or the agency may invite only those Suppliers that can deliver at hyper scale or have in the past been capable of delivering at hyper scale.

The agency approaching a Supplier registered on the ICT Services Scheme where they are also part of a Whole of Government agreement/ Framework/ panel that has been established via the Scheme.

Technical reasons:

Some of these considerations include but are not limited to:

a) The agency may invite only a limited number of Suppliers to make submissions for technical reasons, such as the specific technology, requirements of interchangeability or interoperability with existing equipment, software, services or installations

b) The agency may invite only a limited number of Suppliers to make submissions if the goods and services can be supplied only by a particular supplier and there is

no reasonable alternative or substitute due to protected patents, copyrights, or other exclusive rights, or proprietary information

c) The agency may invite only a limited number of Suppliers to make submissions in relation to procurement of a prototype or a first good or service that is intended for limited trial or that is developed at the government agency's request in the course of, and for, a particular contract for research, experiment, study, or original development

d) The agency may invite only those Suppliers who can provide a specific bespoke and innovative ICT solution

14.2 Criteria for Selecting Relevant Limited Suppliers

Agencies may employ one or more of the below-listed criteria in determining which Suppliers are invited to participate in procurement processes. These are commonly expected in best practice procurement and Supplier selection processes and are centred around the Supplier's ability to deliver the requirements when the agency requires them.

Experience and Track Record: The Supplier(s) is/are known to have provided ICT related goods and/or services which are similar to what the buyer requires. Some of these criteria might include but are not limited to:

a) The Suppliers' recent past performance has been acceptable

b) The Supplier is recognised and known by the agency

c) Supplier's record of ethical behaviour

Supplier's previous experience and performance on meeting the requirements of the proposed or previous contract

Capability and/or capacity to deliver: The Supplier(s) is/are likely to have the skills and/or depth to meet the agency's needs. Some of these criteria might include but are not limited to:

a) The Supplier has the capability to deliver the requirements

b) The Supplier has the current capacity and availability to deliver the requirements

c) Supplier's financial stability

d) The Supplier's objectives align better with the agencies business objectives and transformation journey

e) The Supplier has demonstrated the relevant capacity to meet the tender evaluation criteria

f) The Supplier has registered an interest in a procurement with the agency

Compliance to specification: The Supplier's solution is likely to meet agencies functional and/or technical requirements. Some of these criteria might include but are not limited to:

a) Supplier's compliance with NSW Government procurement policies and other relevant policies to the supply of ICT goods and services

b) Supplier's compliance with relevant legislation and standards

Approach and methodology: The Supplier(s) is/are likely to deliver the project using an approach which is compatible with the agency's needs. Some of these criteria might include but are not limited to:

a) The Suppliers service offering maturity level e.g. ability to guarantee service levels, performance reporting, ability to meet bespoke requirements, service footprint, service management capability

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b) Supplier's approach for the provision of goods and services including

- Delivery methodology

- Approach to service transition – both transition in and out

- Change management

- Risk management

- Quality management

Ability to contract: The Supplier agrees to supply through the relevant mandated contractual template (i.e. ICT Purchasing Framework), which offers the necessary legal protections for NSW Government, in accordance with Procurement Board Direction PBD-2021-02 (or its replacement) by executing a customer contract unless an existing order form for a whole of government contract directly applies to the subject matter of the procurement.

15. TEMPORARY SUSPENSION FROM THE ICT SERVICES SCHEME

DCS may suspend a Supplier from the ICT Services Scheme for up to three months if it considers the Supplier has:
a) not complied with the requirements of these Scheme Rules; or
b) demonstrated unsatisfactory performance.

Before a Supplier's membership on the ICT Services Scheme is suspended, DCS will advise the Supplier by email of the matters prompting the proposed action and will give the Supplier the opportunity to provide reasons as to why its membership should not be suspended.

DCS will advise the Supplier of the reasons for the suspension and of any actions required by the Supplier to lift the suspension. A Supplier that has been suspended from the ICT Services Scheme must inform DCS if and when the actions required to lift the suspension have been undertaken.

DCS will regularly review the status of Suppliers who have been suspended. If the action taken by the Supplier is considered to be insufficient, the suspension period may be extended, and the Supplier will be notified accordingly. DCS may revoke the suspension if it is satisfied that the Supplier has taken appropriate action to address the reasons for the suspension.

DCS may also suspend a Supplier registered on buy.nsw for infractions against the buy.nsw Terms of Use.

16. REMOVAL FROM THE ICT SERVICES SCHEME

DCS may remove a Supplier from the ICT Services Scheme if it considers that a Supplier's performance is unsatisfactory, the Supplier has not complied with relevant policies and laws, or the Supplier is in breach of these Scheme Rules, including but not limited to, if the Supplier has:

a) provided false or misleading information with their Application to the ICT Services Scheme; or
b) breached any of the Scheme Conditions; or
c) failed to meet applicable financial requirements; or
d) failed to submit Data reports; or
e) been the subject of substantiated reports of unsatisfactory performance for other eligible buyers; or
f) been determined by the ICT Services team as not suitable for future work; or
g) provided unsatisfactory performance with contracts under the ICT Services Scheme; or

h) experienced a Material Adverse Event or Material Defect; or
i) otherwise failed to meet the standards required of the ICT Services Scheme in terms of its project outcomes, business management systems, client satisfaction and ethical business practices; or

Before a Supplier's membership on the ICT Services Scheme is removed under this clause, DCS will advise the Supplier by email of the matters prompting the proposed action and will give the Supplier the opportunity to provide reasons as to why its membership should not be revoked.

17. REQUEST FOR REVIEW OF DECISION TO SUSPEND OR REVOKE MEMBERSHIP

Where a Supplier considers there are substantive grounds for DCS to reconsider its decisions for suspension or removal, the Supplier may, within 20 days from the email advising of the original decision, request a review of the decision in writing, by emailing full details of the reasons for the request for review to ICTServices@customerservice.nsw.gov.au.

DCS will refer the matter to the ICT Services team for review and inform the Supplier of the outcome by email.

18. APPLICANT'S ACKNOWLEDGEMENT

In applying for membership to the ICT Services Scheme, the Applicant agrees that it accepts the Scheme Rules.

19. DISCLAIMER

DCS and the ICT Services team reserve the absolute discretion to:

a) accept or reject an Application with or without limitations and/or conditions;
b) suspend or revoke a Supplier's membership to the ICT Services Scheme.

In exercising their discretion, DCS and the members of the ICT Services team will not be held liable for any costs or damages incurred by the Supplier.

20. NO GUARANTEE OF SUPPLY

Suppliers on the ICT Services Scheme are not guaranteed:

a) continuity of approval as an ICT Services Scheme Supplier for the duration of the ICT Services Scheme; or
b) opportunities to submit proposals; or
c) that engagements or work of any kind or quantity will be offered.

21. REVIEW AND DEVELOPMENT OF THE ICT SERVICES SCHEME

The ICT Services Scheme will be monitored by DCS to assess whether the objectives and intent of the ICT Services Scheme are being met. Modifications to the ICT Services Scheme may be made at the Contract Authority's discretion during the life of the ICT Services Scheme.

22. TERMINATION

The ICT Services Scheme commenced in 2013. The ICT Services Scheme is open continuously and for an indefinite period. The ICT Services Scheme is open until the Scheme expires and will be terminated when the Scheme is terminated.

The ICT Services Scheme can be terminated with 90 days' notice at the sole discretion of the Contract Authority by posting a Scheme Termination Notice on the buy.nsw website.

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TAB A – LIST OF THE GOODS OR SERVICES AVAILABLE FOR PROCUREMENT UNDER THE ICT SERVICES SCHEME

List of Goods and Services on the ICT Services Scheme:

Categories	Sub-categories	Description
Category A – Architecture and design	A01 Enterprise and business architecture	Analysis of business structure and processes, development of technology roadmaps to support business and ICT strategies. Development and dissemination of ICT standards taking into account impact on legacy technologies and facilitating adoption of future trends. This includes modelling, development and adoption of frameworks as well as definition of current, transitional and future state architectures.
	A02 Information architecture	Information architecture covers all the sources and forms of information that define the enterprise architecture. The information architecture layer includes: information and data models; processes for managing information; standards for the manipulation and presentation of information; governance of information; infrastructure and technology for storing, manipulating and transmitting information; and taxonomy for categorisation of information.
		Information architecture services may include: development of enterprise architectures (EA, both for current state and future state) for the information architecture layer within complex organisational environments; development of models; standards and guidelines for the information architecture to meet the diverse needs of EA projects; understanding the architectural capabilities and constraints of the range of technologies that support data and information in distributed systems; information and data modelling; taxonomies and content descriptions and utilisation of tools; models and templates to support capture; and analysis and presentation of findings to a wide variety of stakeholders.
	A03 Solution architecture	Development of technology solutions that deliver business requirements within the guidelines of an enterprise architecture, when available. This includes development of technical specifications, selection of technology components and development of solution designs.
Category B - Benchmarking	B01 Benchmarking	Benchmarking includes identifying accurate historical and / or current data against which a data set can be compared now and / or in the future. Demonstrated experience in the identification, adaption and adoption of benchmarking processes is also required.
Category C – Data centre	C01 Data centre services	Provision of expert advice and recommendations on: migration strategies, future data centre operating and governance models including best practices such as ITIL. Assistance with key strategic documents. Provision of services to assist with actual migration activities. Provision of services associated with data centre operational activities including delivery "as a service". Note: All other data centre services are provided under the NSW Government's data centre lease arrangement with Metronode Pty Ltd.
	C02 Data centre equipment	Supply of infrastructure items within the data centre including: servers (virtual or dedicated); storage systems (for example - storage area networks, network attached storage, tape systems, optical systems); appliances (for example - de-duplication appliances, backup appliances); ancillary equipment (for example - UPS, firewalls, routers, switches); and peripherals (for example – racks, leads, cable trays).
Category D – End user computing	D01 End user computing installation,	Installation, configuration and maintenance, includes ordering equipment, delivery, installation of operation systems and

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	configuration and maintenance including delivery "as a service"	decommissioning of existing equipment.
	D02 End user computing management including delivery "as a service"	The provision of infrastructure services and the associated supporting resources that enable service level agreements to be met to the customer's satisfaction. As a result the customer's staff should be able to undertake the core business functions that are dependent on the underlying desktop technology infrastructure. Includes, monitoring and analysis, backup and recovery and software licence administration. Updates installed as required inline with agreed timeframes.
	D03 End user computing hardware including delivery "as a service"	Supply of personal computers, notebooks and laptops, including full "as a service". Monitors can be provided with the end user device. Note: Excludes the capital acquisition of any device meeting the Government Standard Specification under the Contract 999 ICT End User Devices and Services for NSW.
	D04 Monitors including delivery "as a service"	Supply of computer monitors, including full "as a service". Note: excludes the capital acquisition of any device meeting the Government Standard Specification under the Contract 999 ICT End User Devices and Services for NSW.
	D05 Other end user computing devices including delivery "as a service"	Supply of any computer based end user computing device not included in any other sub-categories under the End User Device category, including workstations, thin and zero clients. Includes full "as a service" Note: Excludes the capital acquisition of any device meeting the Government Standard Specification under the Contract 999 ICT End User Devices and Services for NSW.
Category E - Strategy	E01 ICT strategy	The provision of strategic vision and documentation associated with information and communications technology supporting ICT. This includes: strategy and plan development and evaluation, forecasting or analysis of future trends, strategic research and analysis, development of and advice on management frameworks (eg risk, service delivery management and portfolio management).
	E02 Procurement management	Procurement transition, integration and delivery of services. This includes contract development, contract planning, contract formation, contract management and service arrangement.
	E03 Efficiency and optimisation	Design, development and maintenance of the operational tools, standards, methods, environment and protocols that enable the consistent and efficient delivery of quality outputs. This can include methodology planning and implementation, billing checking and management, development and implementation of; policies, procedures, analysis tools and standards for: integration, environment, desktop, project offices, performance and evaluation.
Category F – Network management	F01 Network equipment installation, configuration and maintenance including delivery "as a service"	Installation, configuration and maintenance of network equipment. This includes loading software, unit and network testing to confirm installation of equipment and software solutions, and configuration.
	F02 Network operations including delivery "as a service"	Management of the fixed and mobile network environment. This includes the provision of integrated support services and architectures that facilitate access to a customer's application for both internal and external users. The facilities and services should support a secure and effective technological infrastructure. It also covers traffic management, asset administration, facilities management, building cabling and network environment. Network performance meets agreed standards.
Category G – Other ICT services	G01 Mobile devices including delivery "as	Supply and/or services for mobile device capability including wireless, USB modems, mobile phones, smart phones and tablet devices. Unit provisioning, firmware, configuration, software and applications as a

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	a service"	professional service, managed service or full "as a service".
	G02 Digitisation including delivery "as a service"	Services for digitisation life-cycle capability including: design, development and implementation of digitisation activities; provisioning of services or devices (including printers, scanners and multi-function devices) for conversion from physical form; born digital capture; web and social media capture; descriptive meta-data creation; record creation and cataloguing; curatorial services; digital asset management and workflow design. This includes provisioning and maintenance of supportable digital forms including but not limited to images; text and printed materials; newspapers; oral work; art works; museum collections; moving image and sound; broadcast media content; legacy digital forms; microform; objects and ephemera; web and social media including as a professional service managed service or full "as a service".
	G03 Telephony including delivery "as a service"	Services for telephony capability includes provisioning and maintenance of analogue and digital telephones, faxes, teleconference and video conference capability as a professional service, managed service or full "as a service".
Category H – Risk Management	H01 Strategic risk management	Considers risk from different perspectives with an organisation; strategic, programme, project and operational. Manages risks at a strategic and an organisational level and plans ongoing risk management, identifies mitigation tasks and optimising risk opportunities. Developing a risk methodology or framework.
	H02 Business continuity planning	Business continuity planning (BCP) is a process that ensures an organisation can continue to operate after a major crisis or disaster. BCP covers: preparation of a business continuity plan; including a risk management plan; business impact analysis; incident response plan; a disaster recovery plan. Disaster recovery plan - a disaster may be anything that results in an inability to access the IT infrastructure, eg fire, flood, gas leaks, storms, serious corruption of data or other damage. It covers crisis management, process systems, operations and technology risks.
	H03 Capacity and availability planning	Capacity planning baselines existing resources needs and anticipates the organisations future needs based on business input into a capacity plan which includes; new and upcoming services and products, hardware and application development plans and organisational service levels. Availability planning includes documenting the current and future needs of the business in an availability plan, assist with diagnosis and resolution of availability related problems, review service reliability, maintainability, prepare redundancy plans, assess the impact of changes or new products or services, development of proactive measures that are cost effective.
	H04 Process and technology audits	Conduct ICT processes and technology audits which consider efficiency, costs, service levels, risk levels and alignment to business needs; report findings and make recommendations to the organisation on ways to improve.
Category I – ICT Programs	I01 Program office standards	The ability to create or review an ICT program office including standards, reporting, change management, stakeholder communication, demand management, schedule management, resource management, configuration management, reporting, benefits realisation via programs, change control, governance and dependency management, project team collaboration, performance monitoring and controlling.
	I02 Project, program and portfolio management	Manage a project from end to end including project mandate, initiating and business case, planning, executing, controlling, reporting and closing using a project methodology e.g. Prince 2®. Manage large and complex deliverables that are broken down into manageable inter-related projects. Combines the ability and resources to define, plan, implement and integrate a program of works using a program methodology. Support and advise senior management decision making on strategic alignment, prioritisation, risk management, optimisation of resources etc to successfully deliver their business

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		objectives.
	I03 Change management	Managing the business impact of implementing an ICT change to the business, including stakeholder communications, process and procedure changes, updates to or new documentation and training.
	I04 Quality assurance and compliance	Planned and systematic activities to fulfil quality requirements for a system, product, program or service including assured compliance. Quality assurance requires demonstrated QA methodologies, experience in control methodologies, compliance audit, diagnostic reviews, health checks, QA governance procedures and where requisite remediation plans.
Category J – Server management	J01 Server installation, configuration and maintenance including delivery "as a service"	The installation, configuration and maintenance of operating system software and testing of installation, licences, upgrades, patches of operating system (OS) software.
	J02 Operations management including delivery "as a service"	Management and maintenance of the server environment. The management of mainframes, servers and ISP hosting hardware as well as the management of operating system and system management software. Includes the backup and recovery of servers and operating systems.
Category K – Security management	K01 Security strategy including delivery "as a service"	Create strategy, architecture, solutions and services that protect ICT environment. Includes developing strategies, conducting security audits and identifying risks and issues and conducting vulnerability assessments. Supporting and maintaining ISO 27001 certification.
	K02 Security management security and firewall installation including delivery "as a service"	Provision of a security framework that facilitates access to the customers' applications, information and data for both internal and external users. Security and firewall installation and configuration.
	K03 Security testing including delivery "as a service"	Undertake various security testing including, penetration testing, web security testing, secure code reviews, security and environment testing meets agreed standards.
	K04 Security and firewall management including delivery "as a service"	Management of a security framework that facilitates access to the customers' applications, information and data for both internal and external users. Including performance monitoring, security upgrades and access management.
Category L – Learning services	L01 Learning services	Providing government with learning services, including learning strategies, needs analysis, learning design and delivery. Learning may be delivered by a range of means.
Category M – Systems and solutions	M01 Business analysis	Business analysis includes structured identification, analysis and documentation of requirements associated with the design, development and implementation of business systems. This includes; business requirements specification, process analysis and design, procedure development, data migration and conversion planning, development and execution of testing strategies, problem identification and resolution, assessment of training needs, liaison between technical and business staff, research and analysis (eg market and customer), risk assessment and management.
	M02 Custom application development including delivery "as a service"	Custom application development including: design and development, enhancement, integration and implementation, data migration and conversion, testing, performance and metrics, maintenance and ongoing support. Including provision of development, application development and support "as a service".
	M03 Services including electronic document and records management	New or amendment of existing electronic documents and records or customer relationship management (CRM) and case management solutions. Includes design, development, implementation, data migration, integration training, maintenance, configuration and

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	and customer relationship management (CRM) and case management services including delivery "as a service"	support. May also include support with business analysis, transformation and process change. Note: For ERP service offerings, please refer to Category Q: ERP and related corporate and shared services.
	M04 Other software services including delivery "as a service"	Includes design, development, implementation, data migration, integration training, maintenance, configuration and support for all other software services not already included in other systems and solutions sub-categories. May also include support with business analysis, transformation and process change.
	M05 Information management services including delivery "as a service"	Developing business information strategies and creating systems. Includes design, development, implementation, data migration, integration training, maintenance, configuration and support. May also include support with business analysis, transformation and process change. Covers provision of scientific, operational and administrative datasets, data management, data analysis, master data management, data warehousing, business intelligence, content management and meta data management.
	M06 Web design and content management services including delivery "as a service"	This category includes; website design and development, intranet and extranet development, user interface design, content management solutions, flash design and development, database design and development and usability research.
	M07 Software support and maintenance services including delivery "as a service"	Services for licensed software and /or developed software and may consist of help desk services, updates, new releases, ancillary services, ongoing maintenance services.
	M08 Testing services	Includes provision of test services including but not limited to the development and delivery of testing strategies, test plans and defect identification procedures to ensure that solutions reflect requirements. This can include delivery of any or all aspects "as a service".
	M09 Software resellers and software asset management services	Brokerage services for licensed software, software asset management and optimisation, and other software maintenance, subscription and support services.
Category N - Software	N01 Infrastructure and utilities software	Software licensing and support for database applications, data management, virtualisation and partitioning software, operating systems, enterprise application integration (EAI), application performance and monitoring software, programming language, web design, hosting and middleware applications software, and any infrastructure and utilities software.
	N02 Software applications	Software licensing and support for enterprise resource planning (ERP) software, business intelligence (BI) and enterprise content management (ECM) software, computer-aided design, engineering and manufacturing software, office productivity software, and any software applications not included elsewhere.
	N03 Communications and security software	Software licensing and support for networking and mobile development and email and messaging software, cloud management software, identity access and encryption software, data protection, privacy protection and anti-virus software, and any communications and security software.
Category O – Telecommunication services	O01 Fixed line voice services	The provision of fixed line telecommunications services utilising a physical link.
	O02 Fixed line data	The provision of data services, including delivery as a service using a

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	services	physical link. This includes Fibre, xDSL, ISDN etc.
	O03 Mobile services (including mobile data)	The provision of voice and data services using cellular networks (e.g. 2G, 3G, 4G, LTE etc)
	O04 Satellite services	The provision of voice and data services using satellites.
	O05 Management and maintenance services	All other telecommunications services including call accounting (TIMS), consolidated telecommunications inventory and cost management (including carrier billing analysis tools), system commissioning, decommissioning, system maintenance (single and multi-vendor), call centres etc.
Category P – Telecommunications equipment	P01 Fixed, mobile, satellite, networking equipment	Any physical equipment used in the provision of telecommunications including handsets, headsets, cables, accessories, hubs, bridges, routers, switches, modems, interface cards, firewalls as well as associated systems including but not limited to voice and/or video mail and unified messaging systems, contact centre systems, interactive voice response systems (IVRs), music and messaging on hold systems, voice recording systems, audio conference systems, video conferencing and webcam systems, private paging and public address systems, broadcast messaging systems.
Category Q – ERP and related corporate and shared services	Q01 Professional services	Includes the provision of strategic analysis and planning, business process management, transition and transformation, business analysis, modelling, design and architecture, development, testing, data migration and conversion (ETL), organisational and change management, systems integration, performance and management, and benchmarking.
	Q02 ERP software and platform as a service	Includes all Enterprise Resource Planning (ERP) related software in the government marketplace that uses an 'as a service' delivery model. Also includes the provision of platform and utility services for ERP in the government marketplace supporting production environments.
Category R – ICT Cloud Services	R01. Cloud Applications	This includes all on demand delivery of software applications that uses 'as a service' delivery model with the cloud provider hosting and managing the application and its underlying infrastructure.
	R02. Cloud Hosting and Infrastructure	Services to assist agencies provision of platform and utility services via public/private/community cloud to allow for the development, operation and management of applications. Supporting development, testing and production environments. Infrastructure as a service solution includes provision of ICT infrastructure via public/private/community cloud that uses 'as a service' delivery model. This includes servers (virtual or dedicated), storage systems, network, appliances and telecommunications, ancillary equipment, peripherals and the hosting of this equipment and operating system.
	R03. Cloud support	Services to assist agencies transition to NSW Government data centres and/or to cloud/as a service solutions. Includes support services for monitoring and managing cloud environments.

List of Goods and Services on buy.nsw Supplier Hub:

Supplier Hub Categories	Description
Cloud Services: 1. Cloud Applications 2. Cloud Hosting and Infrastructure 3. Cloud support	Cloud software, hosting and infrastructure. It includes support services for transitioning to cloud and for monitoring and managing cloud environments.

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Supplier Hub Categories	Description
Software Design and Development: 1. Digital design 2. Software development, integration and implementation 3. Mobile application development 4. System and software testing, UAT and Assurance 5. System Architecture	Design and delivery of software and software modifications, including the implementation and configuration of vendor-owned software, as well as all disciplines that support the delivery of software, such as design, delivery, data analysis, coding, quality assurance, compliance, security and accessibility testing.
Software licensing and maintenance 1. Systems and operating software 2. Enterprise and platforms software 3. Productivity software 4. Database and middleware 5. Mobile applications 6. Specialised software 7. Network and security software	Software licensed on any basis other than as a cloud-hosted subscription service, including the maintenance and updates of these software licences.
End-user computing and peripherals: 1. Desktops, workstations and thin clients 2. Laptops, tablets and hybrids 3. Printers, screens and monitors 4. Peripherals, accessories and other end-user computing products 5. End-user computing support	Provision, installation, configuration or maintenance of devices that help end-users access and operate computer applications, including desktops, laptops and tablets, interactive whiteboards, as well as peripherals such as keyboards, screens and assistive technologies such as screen readers.
Infrastructure and networks: 1. Modems and routers 2. Switches, servers and storage 3. Racks and cables 4. Other networking products 5. Network and security support	Datacentre infrastructure including servers, UPS and generators. Hardware and software that enables computer systems to connect and communicate with each other, together with hardware and software that underpins the operations and management of networks, such as racking, cabling, routers and switches.
Telecommunications: 1. Fixed data and internet 2. Fixed voice 3. Mobiles 4. Radio 5. Professional services	Fixed and mobile telephony, internet and data, emergency comms and all services and equipment to support the exchange of information in voice, data or video form over distance by electronic means.
Managed and outsourced services: 1. Service desk and contact center 2. Network and security operations 3. Data center operations 4. Security operations	Using third parties to fulfil the responsibilities and functions that support day-to-day technology management. Examples include service desk and contact centres, network operations and security operations.
Advisory and consulting: 1. Strategy, planning, policy and risk 2. Audits, compliance and assurance 3. Project and change management 4. Training and development	Specialist ICT expertise acting in an advisory capacity to government. Includes building business cases and strategic roadmaps, process and technology audits, security and risk assessment, continuity planning, developing enterprise architectures, policy analysis and digital transformation advice.