



## **ICT Services**

9 September 2009 to 30 September 2012

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# ABOUT THE CONTRACT

<b>Contract Number</b>	CUA 14008
<b>Contract Term</b>	From 09 September 2009 to 30 September 2012 PLUS two three-year extension options
<b>Status</b>	Mandatory in the Perth region
<b>Categories</b>	<ul style="list-style-type: none"> <li>• Category A – Strategic and Business Planning Services</li> <li>• Category B – Efficiency and Optimisation Services</li> <li>• Category C – Risk Management Services</li> <li>• Category D– Procurement Management Services</li> <li>• Category E – ICT Project Management Services</li> <li>• Category F – Business Solutions Services</li> <li>• Category G – Server Management Services</li> <li>• Category H – Desktop Management Services</li> <li>• Category I – Network and Facilities Management Services</li> <li>• Category J – ICT Security Management Services</li> <li>• Category K – ICT Repairs and Maintenance Services</li> <li>• Category L – Research and Advisory Services.</li> </ul>
<b>Key Features and Benefits</b>	<ul style="list-style-type: none"> <li>• Supplier of choice for purchase up to \$250k.</li> <li>• Sufficient quotations for purchase up to \$2.5M.</li> <li>• Streamlined procurement processes.</li> </ul>

## Contract Manager

A dedicated Contract Manager is available to help you to understand and get the most out of this contract. If you have any queries about this contract or this publication, please contact:

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## Supporting Documents

The following contract documents and other relevant information can be accessed directly below:

- [Buying Process Map](#)
- [Table of Categories](#)
- [eDecision Aid \(eDA\)](#)
- [Quotation Form](#)
- [Head Agreement](#)
- [Customer Contract](#)
- [Evaluation Report](#)
- [Exemption Guidelines](#)
- [Easy Guide](#)

# HOW DO I USE THIS CONTRACT?

CUA 14008 for the supply of ICT Services is MANDATORY for all Western Australian public authorities in the Perth region. Quotations are needed for purchases on this contract.

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**Step  
1**

**What's on Offer?**



Click [here](#) to choose which ICT service category may best meet your needs.

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**Step  
2**

**Who are the  
Contractors?**



Click [here](#) for a list of the qualified contractors.

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**Step  
3**

**How much will it  
cost?**



Limited pricing information is available for ICT Services through the eDA as an initial guide. Buyers need to issue [quotation forms](#) to the minimum number of qualified suppliers as specified in the [buying rules](#) to determine specific pricing.

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**Step  
4**

**Buy it!**



Buy directly from Contractors or buy online using the Government's ERP system.

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## Buying Process

Buyers can follow the Buying Process Map for assistance with the buying process (see Appendix 2).

The electronic Decision Aid serves as a guide to the available ICT Services, and provides some limited pricing information. Buyers need to issue **quotation forms** to the minimum number of qualified suppliers outlined in the **buying rules** to determine specific pricing. Buyers should view the **electronic Decision Aid (eDA)** to determine which suppliers are currently qualified to supply services in the required Categories.

Quotations can be sent directly to contractors by e-mail or fax. You should allow for a sufficient period of time for the supplier(s) to respond to each quotation.

Once quotation forms have been returned, Buyers may select to provide a signed copy of the Customer (Agency) Contract to the Contractor. This Customer Contract is optional depending on the nature of the contract, otherwise the default CUA terms and conditions (the Head Agreement and General Conditions of Contract) will apply.

\* Please note that all procurements of \$20,000 (GST inclusive) and above require Finance involvement. Your designated Assistant Director in CPS or ICT Sourcing is there to guide and assist. Please contact them to determine what Finance input may be required.

## Categories

Click [here](#) to view a table summarising service categories and how these CUA categories map to the former SPIRIT framework.

Please note that under Category F - Business Solutions Services, Agencies are advised that all web initiatives (i.e. new or re-developments) must comply with the Website Governance Framework (WGF) administered by the Public Sector Commission's 'Public Sector Commissioner's Circular 2009-02 Website Governance Framework'. Therefore, when selecting sellers from this CUA for the purpose of website analysis, design, development and implementation, agencies should ensure that the sellers are aware of the requirements and that they comply with the WGF.

To access the WGF and its components, go to:

<http://www.publicsector.wa.gov.au/AgencyResponsibilities/WebStandards/Pages/Default.aspx>

## Pricing

Pricing is determined at the quotation stage of the procurement process. The electronic Decision Aid contains all qualified suppliers for each category. A category **benchmark price** schedule has also been determined to assist in your purchasing decisions.

## Payment by Purchasing Card

The Government Purchasing Card offers a quick and convenient method of payment allowing many goods and services to be efficiently purchased.

Always remember to inform the supplier that you will be paying by Government Purchasing Card, at the time of ordering the product or service, and ensure they clearly understand that they must send the tax invoice directly to you, the cardholder.

## Additional Charges

- Any additional charges will be agreed between the buyer and the contractor as part of accepting the assignment.
- Any additional charges will be itemised separately in the buyer's order and on the Buyer's invoice.

## Exemption from using this CUA

Finance is responsible for processing and approving all requests from public authorities seeking exemption from using a mandatory Common Use Arrangement (CUA). Requests for an exemption are considered on a case-by-case basis, and a requesting agency must be able to demonstrate that a business need cannot be adequately met by the relevant CUA.

Exemption requests should be directed to either the Director Strategic Sourcing or the Director ICT Sourcing in the first instance. Requests for exemption may be received by posted letter or email, but must be in writing and provide sufficient explanation and background to enable the request to be considered. The requesting officer should be the Accountable Authority or delegate of the agency.

## Complimentary Feedback and Complaints Resolution

Finance aims to continuously improve the services it provides to customers and welcomes feedback on the level of satisfaction experienced under this contract or with the contractor(s) performance. If you are dissatisfied with the goods and/or service provided by the contractor or have any specific concerns, these should be discussed in the first instance directly with the contractor.

If the problem or issue is not resolved to your satisfaction, please log your complaints via Finance's [online complaints handling facility](#).

The online form provides for both complimentary feedback and complaint resolution considerations.

# NEED MORE INFORMATION?

## Appendices

- ⇒ [Appendix 1: Buying Rules](#)
- ⇒ [Appendix 2: Buying Process](#)
- ⇒ [Appendix 3: Category Benchmark Prices](#)

## Forms and Tools

- ⇒ [Electronic Decision Aid](#)
- ⇒ [Table of Categories](#)
- ⇒ [Risk Assessment Tool](#)
- ⇒ [Quotation Form](#)
- ⇒ [Customer Contract Form](#)
- ⇒ [Evaluation Templates](#)
- ⇒ [Easy Guide](#)

## Links to CUA information

- ⇒ [Government Contracts Directory ebook](#)

## Still need more information?

- ⇒ [Contact the Contract Manager](#)

# APPENDIX 1: BUYING RULES

Monetary Threshold (inclusive of GST)	Minimum buying rules for ICT Services CUA 14008
\$0 to \$250,000	“Pick and Buy” - Quote from a minimum of one qualified supplier demonstrating value for money
\$250,001 to \$2.5m	Request sufficient (2 to 5*) written quotations from qualified suppliers#
\$2,500,001 to \$10m	Invitation to ALL qualified suppliers#
>\$10M	Invitation to ALL qualified suppliers# AND open tender.

All customer contracts awarded for \$20,000 or over MUST be published on Tenders WA. Procurements of above \$20,000 also require Department of Finance Government Procurement involvement. For best practices, buyers are advised to contact their Procurement representatives early in the procurement stage. Click [here](#) for a list of Finance Procurement Representatives.

All contract award recommendations (evaluation reports) with a total estimated contract value of above \$2.5M require STRC endorsement prior to contract award through Government Procurement.

Procurements with an estimated contract value above \$5M must submit a Procurement Plan to STRC for endorsement through Government Procurement.

## SHARED SERVICES DECOMMISSIONING PROJECT – ORDERING IMPLEMENTATION SERVICES

Buyers can send an ICT Request to qualified CUA Contractors and may include other suppliers not on the CUA. The Request can only be for Finance, HR and Payroll solution, implementation services.

### Cyber Security – CUA CS 14998

There is a new CUA for Information Security Management Services. This CUA has four categories –

- Consultancy and advisory
- Auditing and compliance
- Training and awareness
- Testing services

All suppliers are qualified and meet ISO 27000 series standards, and are consistent with the Information Security Management policy being developed.

For Information Security Management services, use the CUA CS 14998, as this prevails over CUA 14008 ICT Services. Other elements (i.e. those not covered under CUA CS 14998) contained under CUA 14008, Category J will still apply.

**\* “Sufficient quotations” means an adequate number of bids from bona fide sources of supply so as to ensure open and effective competition. To demonstrate competition, the number of suppliers requested should range from two to five.**

See: <http://www.ssc.wa.gov.au/policies01.asp?id=39>

# “Qualified suppliers” mean suppliers that are qualified to supply the services in the required Category(s). Buyers can view the [electronic Decision Aid \(eDA\)](#) to determine which suppliers are currently qualified to supply services in the required Category(s).

Public Authorities in the Perth Region may be exempted from this CUA in the following scenarios:

## 1. Purchase of services is related to Hardware or Software acquisition

Where an agency is purchasing hardware or software products and – as part of this purchase – requires product maintenance, installation, implementation, tailoring or training services then these should all be purchased under the relevant CUA and (where applicable) according to current WA Government Procurement policies and guidelines.

NB: If ICT Services are purchased as a separate item later, then they should be purchased under ICT Services CUA 14008.

## 2. Purchase of Networking Services

Where an agency is purchasing networking services as part of their technology infrastructure, then the data and/or voice services should be purchased by the agency under the relevant CUA.

The Network Management Services category within ICT Services CUA 14008 enables the procurement of services NOT provided by other CUAs, such as CUA 10004 for Telecommunications – Basic Carriage Services (Voice and Data).

## 3. Other Mixed Products and Services

Where an agency is purchasing a mixture of products and services, they should all be purchased under current WA Government Procurement policies and guidelines.

If ICT Services are purchased as a separate item later, then they should be purchased under ICT Services CUA 14008.

## 4. Hosting Services

Hosting Services are out of scope for ICT Services.

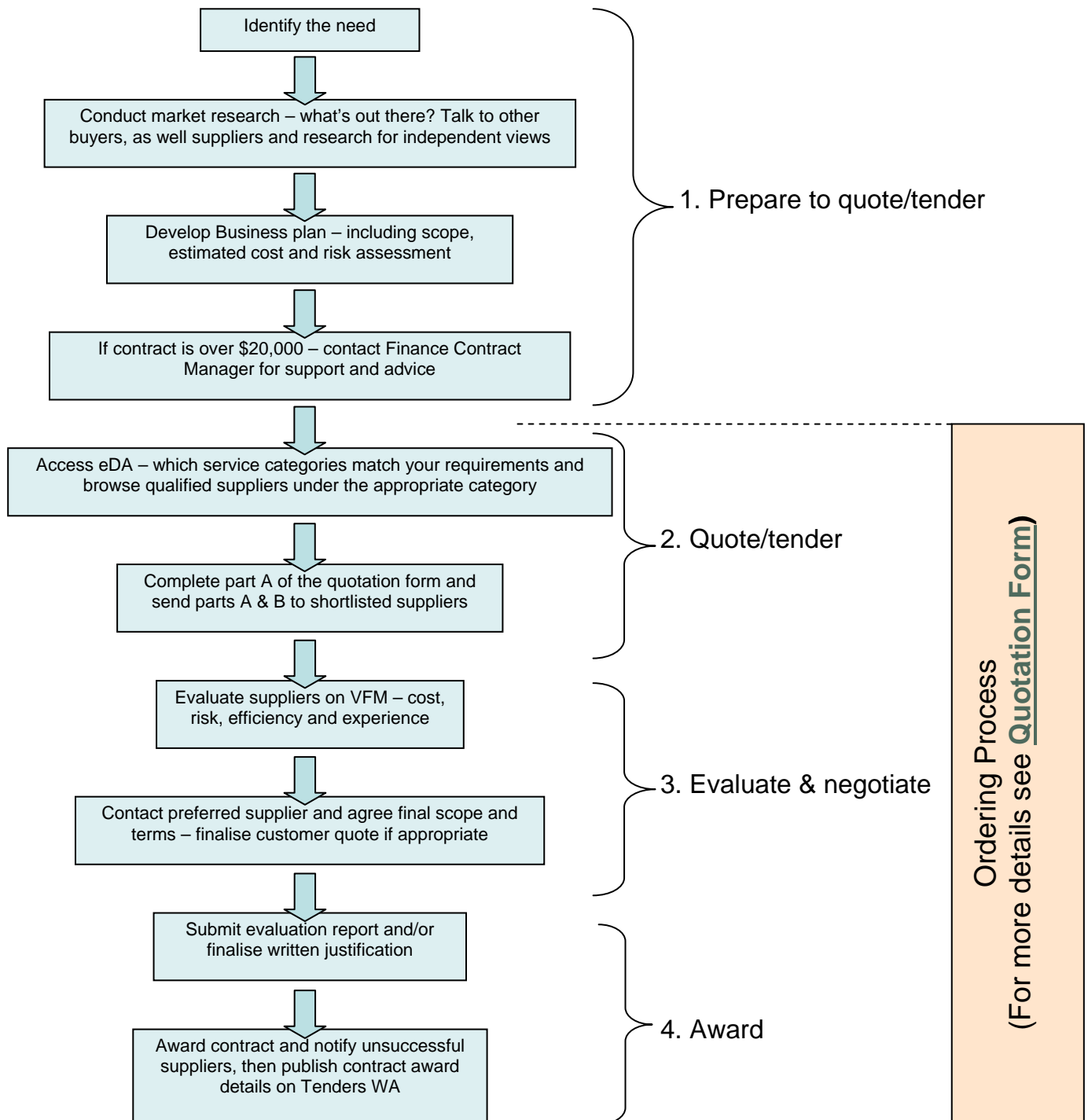
## 5. Recruitment of specific resources

If the supplier is to be responsible for the ICT service outcome, the Request should be issued through ICT Services CUA 14008. However, if the supplier is solely responsible for delivering a ‘body with the appropriate skills’, but the Agency remains responsible for the outcomes, then the Request should not usually go through ICT Services CUA 14008.

If the requirement does not fit within ICT Services CUA 14008 then it may fit Temporary Personnel Services CUA 16003 (Information Technology Category), or should be recruited under current WA Government recruitment policies and guidelines.

NB: WA Government Agency buyers should be careful to not enter into an employer/employee relationship with a specific supplier under the procurement processes of the ICT Services CUA. Please contact an Assistant Director in CPS or ICT Sourcing if you have any queries on this matter.

# APPENDIX 2: BUYING PROCESS MAP



# APPENDIX 3: CATEGORY BENCHMARK PRICES

Category	Service	Benchmark
A	Strategic Business and Planning Services	\$175
B	Efficiency and Optimisation Services	\$176
C	Risk Management Services	\$194
D	Procurement Management Services	\$166
E	Project Management Services	\$176
F	Business Solution Services	\$147
G	Server Management Services	\$160
H	Desktop Management Services	\$139
I	Network and Facilities Management Services	\$167
J	ICT Security Management Services	\$177
K	IT Repairs and Maintenance Services	\$140
L	Research and Advisory Services	\$171

Effective 01 August 2011

## **What is a category benchmark price?**

A category benchmark price is the median of the mean maximum hourly rate for each qualified supplier (this applies to each category of ICT Services).

The category benchmark price is to assist buyers in estimating the value of the work proposed under this CUA.

Pricing for the specific scope of work is provided by the supplier at the quotation stage.

The category benchmark price will change at every Contract Refresh and each opportunity for Price Variation.

## **What is the Comparator?**

The comparator is the respondent's average maximum hourly rate for a selection of services in a category compared to the category benchmark. The comparator is expressed as a percentage above (+%) or below (-%) the benchmark. For example, a supplier with a comparator of -10% is a contractor with an average maximum hourly rate for a selection of services that is 10 percent below (away from) the benchmark.

Buyers should use the quotation and tender processes to obtain a job specific price.

The comparator should only be used as a guide. The comparator pricing does not include or represent all the services that a supplier may offer in a category. Suppliers may quote lower hourly rates for specific jobs.