



Government of **Western Australia**
Department of **Finance**
Government Procurement

Contract Number: CUA ICTS2015

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Information and Communication Technology (ICT) Services Common Use Arrangement

1 February 2016 to 31 January 2018

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About the Contract

Contract Number	CUA ICTS2015
Contract Term	1 February 2016 to 31 January 2018 (Three options to extend the Term, each option having a one year duration)
Status	Mandatory for procurements \$50,000 and above in Perth Metropolitan region (Discretionary for procurements under \$50,000 and regional Western Australia)
Categories	<ul style="list-style-type: none"> • Category 1 – ICT Planning and Advisory Services • Category 2 – ICT Business Solutions Implementation Services • Category 3 – ICT Environment Management Services
Key Features and Benefits	<ul style="list-style-type: none"> • Provides a streamlined procurement process through flexible buying rules and simplified quotation templates. • Non-mandatory for procurements under \$50,000 providing additional flexibility and choice to Customers for low value procurements. • Broad categories and a large range of Contractors to choose from to meet agency requirements for ICT Services.

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:

Lai-Sue Lye

Contract Manager

Phone: (08) 6551 1343

Email: cuaicts2015@finance.wa.gov.au

Government Procurement

Department of Finance

Optima Centre

16 Parkland Road

OSBORNE PARK WA 6017

Postal Address:

Locked Bag 11, Cloisters Square

PERTH WA 6850

Supporting Documents

The following contract documents and other relevant information can be sourced from Contracts WA

- eDecision Aid (eDA)
- Contractor Profiles
 - Category 1
 - Category 2
 - Category 3
- Quotation Form
- Head Agreement and Customer Contract
- Award Letter Template

How do I use this contract?

Step 1 What's on offer?

Choose which ICT service category may best meet your needs.

Step 2 Who are the contractors?

View the list of Contractors in the [eDecision Aid](#) available for use on the CUA. For further information please view the [Contractor Profiles](#) on Contracts WA.

Step 3 How much will it cost?

Some Contractors provided an estimate of prices which can be viewed in the eDecision Aid. For other Contractors, and to establish specific prices, the agency will need to seek quotations directly, via the [quotation form](#).

Step 4 Buy it!

Refer to the [Buying Process Map](#) diagram. Buyers are required to issue a [quotation form](#) to the minimum number of qualified Contractors as specified in the buying rules. Buyers are encouraged to negotiate competitive rates with Contractors.

What’s on Offer?

There are three categories of Information Communication Technology (ICT) services available on this Common Use Arrangement (CUA).

Procurements of products, temporary personnel and cloud software-as-a-service are not within the scope of this CUA. Refer to the [Exemptions from using this CUA](#) section for further information and for requirements that are not within the scope of this CUA.

Category 1 – ICT Planning and Advisory Services

This category caters for planning and advisory services as listed below, in which ICT is central to the requirement:

- The planning and development of strategic business goals, including application architecture planning and technology and network planning
- Research and analysis into best practices, industry trends and strategic advice based on findings
- Design and development of strategies to manage risks, including business change management and disaster recovery planning
- Assistance in relation to procurement, transition, integration and delivery of services
- Project and portfolio governance advice, such as efficiency assessments and
- Planning and advice for day-to-day moves and changes.

Deliverables or outcomes under this category may include plans, reports, transition, workshops, ICT policy advice or feasibility studies.

Category 1	Activities/Descriptions
i.	<p>Planning and development of ICT-related strategic business goals or directions including work flow, processes, information technology and architecture. These include the design, development, optimisation, efficiency and maintenance of standards, methods, environment or protocols that enable the efficient delivery of business outcomes.</p> <ul style="list-style-type: none"> • Strategic business planning. • Market intelligence and knowledge planning. • Business development and marketing. • Corporate governance. • Resource planning. • Business process modelling and redesign. • Application architecture planning. • Technology and network planning. • eBusiness, digitalisation, web or cloud advisory services and planning. • Telecommunications planning • Desktop environment planning. • Integration planning. • Information management system/process planning. • Methodology planning. • ICT business analysis.

Category 1		Activities/Descriptions
ii.	Research and analysis into best ICT practices, industry trends such as digital business transformations or cloud services and issues and strategic advice based on findings.	<ul style="list-style-type: none"> • Industry surveys and benchmarking. • Research consultancy service.
iii.	Design and development of strategies and mechanisms to manage ICT risks.	<ul style="list-style-type: none"> • Business change management. • Business continuity planning. • Transition management services. • Capacity planning. • Disaster recovery planning. • Crisis management • Access security planning. • Business process and technology audits.
iv.	Assistance in relation to the procurement, transition, integration, and delivery of services within an ICT context.	<ul style="list-style-type: none"> • Contract planning. • Contract formation. • Contract management. • Service arrangement. • Systems integration. • Bureau service provision.
v.	Project and Portfolio Governance services including Project, Program and Portfolio Management optimisation, efficiency assessments, and capability improvement planning and advice. End-to-end assistance for project, program and portfolio management. Methodologies may include PRINCE2, ITIL, systems development life-cycle approaches, process-based approaches, or other generic frameworks that are appropriate to a given project, program or portfolio.	<ul style="list-style-type: none"> • Feasibility studies. • Project, Program or Portfolio planning and design. • Project, Program or Portfolio implementation. • Project, Program or Portfolio performance monitoring and controlling. • Project, Program or Portfolio closure. • Project, Program or Portfolio change management.
vi.	<p>Services in the operational aspects of the information security environment with a focus on implementation, asset risk management and day-to-day moves and changes.</p> <p>* For further advice regarding Information Security Management Services please see the Cyber Security Healthcheck Self Assessment spreadsheet</p>	<ul style="list-style-type: none"> • Security software installation and configuration. • Antivirus and anti-malware services. • Identity and access management. • Firewall and security management including log monitoring, black and white listing. • Technical security administration. • Security service desk. • Vulnerability testing and remediation strategies.

Category 2 - ICT Business Solutions Implementation Services

This category caters for ICT related applications including corporate applications, in-house business applications and web-based e-business or digital application systems. The category encompasses application establishment, implementation, integration, management, testing and maintenance. More specifically the category covers the following services as listed below:

- The analysis and development of applications and software
- An implementation program, such as training, as part of the implementation
- The development of system manuals or guides
- Tools and content management
- Enhancements
- Usage and monitoring reporting
- Application testing and
- Service desk services.

Deliverables or outcomes under this category may include successful development of applications, softwares, websites, programs, system manuals or reports.

Please note that all web initiatives (both new and re-developments) must comply with the Website Governance Framework (WGF) set out under the *Public Sector Commissioner's Circular 2009-02 Website Governance Framework*. When selecting Contractors from this category for website analysis, design, development and implementation, agencies should ensure that the contractors are both aware of the requirements of the WGF and that they comply. Suitable contractors are likely to be ISO/IEC40500:2012 qualified. To access the WGF and its components, go to:

https://www.finance.wa.gov.au/cms/Government_Procurement/Website_Governance_Framework/Website_Governance_Framework.aspx

	Category 2	Activities/ Descriptions
i.	ICT applications development, establishment, implementation, integration, management, testing and maintenance. This category does not include software maintenance and support, e.g. patches and licenses.	<ul style="list-style-type: none"> • Analysis and development of applications and software. • Implementation program such as training as part of the implementation. • Development of system manual or guides. • Tools and content management. • Enhancements. • Usage and monitoring reporting. • Application testing. • Service desk services.

Category 3 - ICT Environment Management Services

This category caters for the management of an organisation's ICT environment. The term environment encompasses software and equipment, desktops, portable or mobile computing facilities, network facilities or existing data centres. This category caters for the following services:

- Installation, configuration and support services
- System and environment testing
- Performance management, optimisation, monitoring and analysis
- Backup and recovery management
- Operations and service desk management
- Network traffic and facilities management
- Database and data management services
- Maintenance agreement initiation and administration

Deliverables or outcomes under this category would be for ongoing maintenance of the relevant ICT environment.

Category 3		Activities/ Descriptions
i.	Management and maintenance of the server environment of an agency's existing infrastructure, management of system management software and operating system software.	<ul style="list-style-type: none"> • Server installation and configuration. • Server operating software installation and configuration. • System and environment testing. • Server performance management and optimisation. • Operations management. • Asset and licence administration. • Service desk. • Backup and recovery management. • Application service provision. • Database management services. • Data management.
ii.	Management and design of the desktop environment such as the provision of the infrastructure services and its associated supporting resources that enable service level agreements to be met to the Customer's satisfaction.	<ul style="list-style-type: none"> • Desktop equipment and software installation and configuration. • Desktop system and environment testing. • Desktop performance monitoring and analysis. • Desktop environment upgrade, backup and recovery management. • Desktop operations management. • Software licence administration.
iii.	Management of the IT and fixed or mobile network environment such as the provision of integrated support services and architectures that facilitate	<ul style="list-style-type: none"> • Network equipment and software installation and configuration. • Unit and network testing.

Category 3		Activities/ Descriptions
	access to a Customer's applications for both internal and external users. The services should support a secure and effective technological infrastructure to ensure that the Customer has the capacity to provide appropriate service levels for their ICT-enabled business activities.	<ul style="list-style-type: none"> • Network environment update. • Network facilities, traffic and operations management. • Network asset administration. • Network performance management and optimisation.
iv.	Provision of repairs and maintenance services of an organisation's ICT architecture, such as the server, network, desktop and/or data centre environments.	<ul style="list-style-type: none"> • Maintenance agreement initiation. • Maintenance agreement administration. • Defective equipment repairs. • Maintenance and repairs documentation. • Data centre maintenance. • Hardware maintenance renewals.

If you are unsure of which category best fits your requirement, please contact the [Contract Manager](#).

Buying Rules

Monetary Threshold (inclusive of GST)	Minimum buying rules for ICT Services CUA ICTS2015
Up to \$50,000	<p>Use of CUA is discretionary.</p> <p>Public Authorities may purchase outside of the CUA in accordance with the minimum requirements of the State Supply Commission's Open and Effective Competition Policy.</p> <p>http://www.finance.wa.gov.au/cms/State_Supply_Commission/Procurement_Policy/Open_and_Effective_Competition.aspx</p> <p>OR</p> <p>Public Authorities may request a quotation from a minimum of one qualified Contractor.</p>
\$50,000 to \$250,000	Public Authorities to request a minimum of one written quotation from a qualified Contractor in the required category(s).
\$250,001 to \$2.5 million	Public Authorities to request sufficient (between two to five) written quotations from qualified Contractors in the required category(s).
\$2,500,001 to \$10 million	Public Authorities to issue an invitation to all qualified Contractors in the required category(s).
Above \$10 million	Open Tender.

Please note:

1. Procurements \$250,000 and above require Department of Finance Government Procurement involvement. For best practice, buyers are advised to contact their procurement representatives early in the procurement stage. Click [here](#) for a list of Finance procurement representatives.
2. Where the awarded contract value is \$50,000 or above or the awarded contract value is varied by \$50,000¹ or more, a public authority must publish the contract details on Tenders WA after the successful quotation has been accepted. (In TendersWA, select the option "CUAICTS2015" in the drop down list as the procurement method).
3. Procurements with an estimated contract value above \$5 million must submit to the State Tenders Review Committee (STRC) through the Government Procurement representative the following documents:
 - Procurement Plan

¹ Either individually or cumulatively.

- Evaluation Report
- Contract Management Plan

Where contract variations are valued at \$5 million and above (either individually or cumulatively), a contract variation memo must be submitted to the State Tender Review Committee or the Community Services Procurement Review Committee, as applicable.

Pricing

To view Contractors with rate cards please refer to the e-Decision Aid. Other suppliers should provide pricing upon contact.

Once you have determined the relevant category and Contractor/s for your purchase, use the [quotation form](#) to issue the minimum number of quotes to Contractors, as outlined in the buying rules above. Contractors will confirm their price for your requirements to enable your value for money determination.

The Contractor may include additional information on any discounts for larger or longer term projects in its rate card.

Any charges should be agreed between the buyer and the Contractor as part of accepting the assignment.

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.

Inform the Contractor that you intend to pay by Government Purchasing Card at the time of ordering a service and ensure they clearly understand that they must send the tax invoice directly to you, the cardholder.

Please note:

Check whether the Contractor agrees to receive credit card or purchasing card payments. No Contractor on the CUA has the authority to charge a Customer with a credit card processing fee.

Exemption from using this CUA

Government Procurement is responsible for processing and approving all requests from Public Authorities seeking exemption from using a mandatory CUA for procurements \$50,000 and above. Requests for an exemption are considered on a case-by-case basis, and the Public Authority must be able to demonstrate that a business need cannot be adequately met by the relevant CUA.

Exemption requests should be directed to 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.

For guidelines on what to include in an exemption request, please refer to the [Procurement Practice Guide appendix on Exemptions](#).

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

Products or Mixed Products and Services

Where a Public Authority is purchasing hardware or software products, including ongoing or extension of software maintenance and, as part of this purchase, requires services such as 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.

Relevant CUAs where software or hardware products may be purchased from include:

- [Contract Systems Solutions CUA CSS2013](#)
- [Finance Solutions CUA FHPS2012](#)
- [ICT Network Infrastructure Solutions CUA NIS2013](#)
- [Microsoft Licenses CUA 150910](#)
- [Oracle Products CUA 149312](#)

If ICT services are purchased as a separate requirement to the products, the services component should be purchased under ICTS2015 and the products component should be purchased from the relevant product CUAs.

Where a Public Authority is purchasing a mixture of products and services as a solution in the same procurement, they should all be purchased under current The State Supply Commission's [Open and Effective Competition](#) policy.

The following table provide some guidelines to for purchasing ICT products and services.

What do I need?	CUA ICTS2015
I need to obtain and/or renew maintenance and support for proprietary software product/s as part of a proprietary software licensing agreement.	No*
I need to obtain and/or renew maintenance and support for proprietary software licence product/s that are part of a software solution customised by the agency.	No*
I need services to maintain and support a software solution developed, and owned solely by the agency.	Yes

* **Note:** The State Supply Commission's [Open and Effective Competition](#) policy or relevant CUAs should be used to procure licences and/or maintenance and support for proprietary software (i.e. as part of a proprietary software agreement).

Networking Services

Where a Public Authority is purchasing networking services as part of their technology infrastructure, the data and/or voice services should be purchased under the relevant CUA.

Category 3 (ICT Environment Management Services) within this CUA enables the procurement of services not provided by other CUAs, such as:

- [Telecommunications Services CUA 56808](#); and
- [ICT Network Infrastructure Solutions CUANIS2013](#)

Cloud Services or Hosting

This CUA excludes hosting and cloud services such as software-as-a-service or infrastructure-as-a-service.

Engagement of ICT Resources

Employer/employee type relationships that require a specific resource to fill a position is excluded from the ICT Services CUA. Engagement of ICT resources can be procured under Category E – Information & Communication Technology of the [Temporary Personnel CUA \(CUATPS2014\)](#).

Complimentary Feedback and Complaints Resolution

Government Procurement aims to continuously improve the services it provides to Customers and welcomes feedback on the level of satisfaction experienced under this CUA or with the Contractor(s) performance. If you are dissatisfied with the 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 contact the Contract Manager or log your complaints via Finance's [online Feedback Management System](#).

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

Need more Information?

Appendices

- ⇒ [Appendix 1: Accessing CUA Information online](#)
- ⇒ [Appendix 2: Buying Process Map](#)

Forms and Tools

- ⇒ [Electronic Decision Aid](#)
- ⇒ [Quotation Form](#)
- ⇒ [Head Agreement and Customer Contract](#)
- ⇒ [Award Letter](#)
- ⇒ [Easy Guide](#)
- ⇒ [Risk Assessment Guide](#)

Links to CUA information

- ⇒ [Government Contracts Directory ebook](#)

Still need more information?

- ⇒ [Contact the Contract Manager](#)

Appendix 1: Accessing CUA Information Online

The options available to you to access CUA information including Contractor details, prices (if available) and order forms will depend on the procurement system used in your agency.

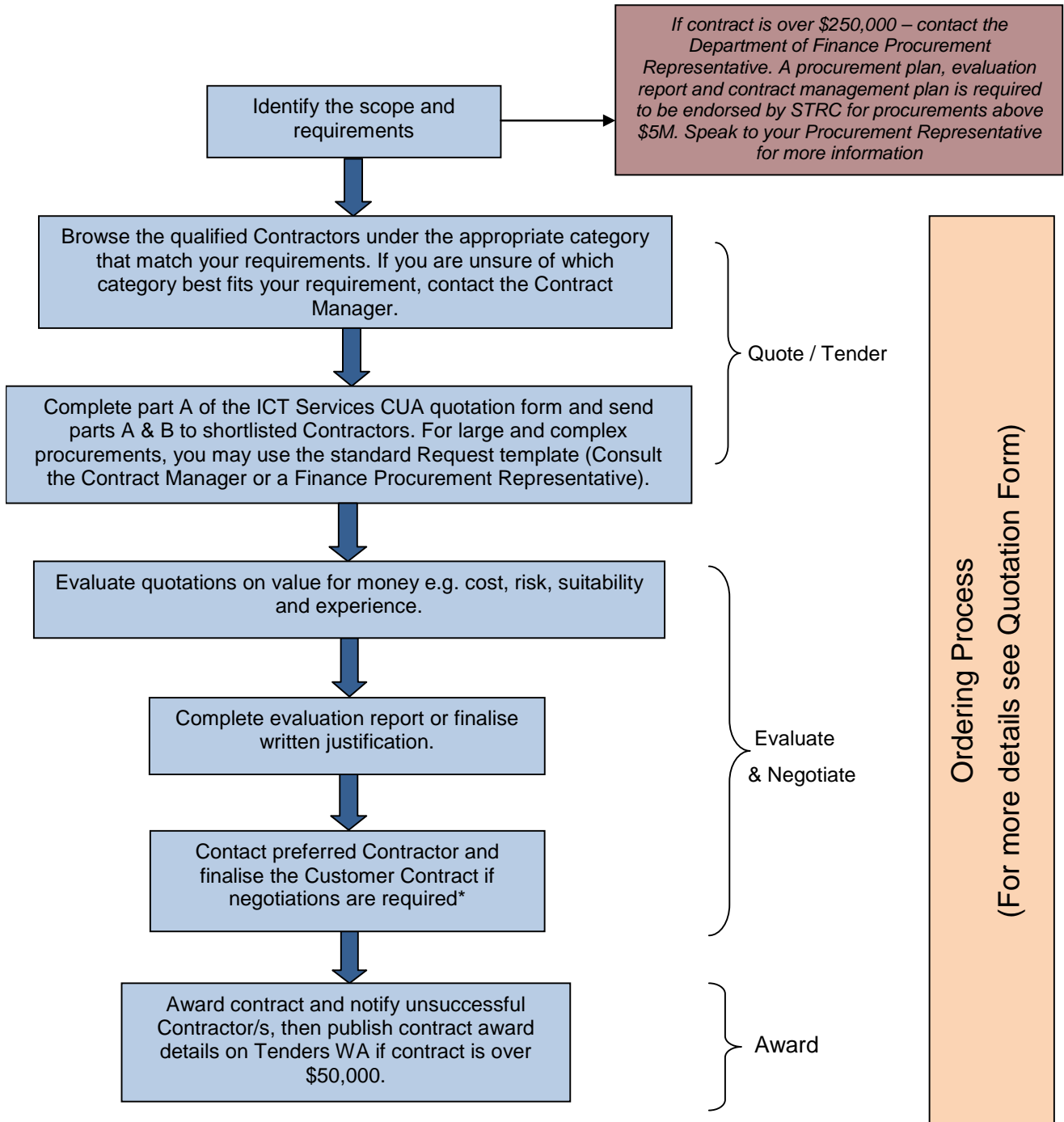
If you experience any difficulties locating CUA information, please call the Service Centre on 6551 2020.

Public Authorities with No Dedicated Procurement System

If your agency has no dedicated online procurement system, access the CUA information via [Contracts WA](#).

Appendix 2: Buying Process Map

Use of CUA is discretionary for procurements under \$50,000. Public Authorities may request quotation from a minimum of one qualified Contractor under this CUA or Public Authorities may purchase outside of the CUA in accordance with the minimum requirements of the *State Supply Commission’s Open and Effective Competition Policy*.



* Customers that want to negotiate alternate terms should conduct a Risk Assessment. A [Risk Assessment Guide](#) is available from the Contract Manager. Customers may elect to provide a signed copy of the Customer Contract to the Contractor.