

## IT Infrastructure Register Scope Document

### Scope of the Register

*PREQUALIFIED SUPPLIERS SHOULD NOTE THAT THESE SCOPE REQUIREMENTS SET OUT THE **MINIMUM REQUIREMENTS ONLY** AND PARTICIPATING AGENCIES MAY HAVE FURTHER REQUIREMENTS AND UNDERTAKE FURTHER ASSESSMENT AT THEIR DISCRETION*

#### Introduction

The Department requires Prequalified Suppliers to offer competitive IT Infrastructure goods and services.

The Prequalified Supplier should be aware that the number of Prequalified Suppliers on the Register will change throughout the existence of the Register.

#### IT Infrastructure Register Categories

Prequalified Suppliers should refer to Part 3 Scope of the terms and conditions for the categories that make up the IT Infrastructure Register.

The Department reserves the right to amend the list of categories throughout the life of the register to accommodate “new and emerging technologies” and ensure the register delivers continuous improvement.

#### Administration and Implementation Requirements

Prequalified Suppliers are required to handle all enquiries relating to the IT Infrastructure Register through a nominated contact point with participating agencies and have the ability to record all enquiries, the resolution given and the time taken to resolve those enquiries. The reporting system should be able to report on enquiries on a daily basis to Participating Agencies.

Prequalified Suppliers must have in place a clearly defined and effective grievance resolution procedure. The Department requires that the Prequalified Suppliers are able to supply a summary of their performance in dealing with all complaints and disputes and provided it to Participating Agencies as requested.

It is a requirement that the Prequalified Supplier demonstrates to any Participating Agency that it has sufficient experience in delivering IT Infrastructure goods and services and has the capability and capacity to meet its obligations.

The IT Infrastructure register may be amended periodically by the Department as required. Suppliers and Departments will be notified either via email (for major changes) or via the procurement website (minor changes).

Suppliers should nominate a Whole of Victorian Government account management representative and provide details of account support contact details.

## **Transition**

If participating agencies decide to move from one Prequalified Supplier to another, Prequalified Suppliers will be required to support Participating Agencies and the new Prequalified Supplier in any transition requirements.

## **Financial Capability**

The Department does not warrant any specified level or quantity of business will be achieved. The actual level of business will depend on a range of factors determined by individual Participating Agencies.

Participating Agencies may require a prequalified supplier to demonstrate they have an appropriate level of financial capability to provide goods and/or services.

## **Communication Strategy**

Prequalified Suppliers will be required to implement Participating Agency surveys at least annually. The results of these surveys will be made available to Participating Agencies.

All Register information on IT Infrastructure will appear via the Victorian Government Procurement website [www.procurement.vic.gov.au](http://www.procurement.vic.gov.au)

Only a Prequalified Supplier may use its Prequalification status on the Register to solicit Participating Agencies for business.

## **Online Capability**

The Prequalified Supplier must be able to demonstrate they have online capability. Where requested by a Participating Agency, the Prequalified Supplier's online capability must interface with any future online tools specified by the Participating Agency.

## **Referees**

Participating Agencies may request that a pre-qualified supplier provide referees as part of the market analysis and engagement process.

## **Benchmarking**

The Department and/or Participating Agencies may request information for benchmarking exercises throughout the life of the register.

## **Pricing**

The Applicant must provide a price list as part of this application. The price list will be securely located in the confidential information section of the Victorian Government's procurement website and access will be granted to approved participating agencies via a secure login and password. This price list should include a minimum percentage discount from the list price on goods and services. Applicants should be aware that this price list is a starting point for price negotiations with Purchasers. The price list can be presented as a spreadsheet or as a link to a secure site of the applicant.

### **Pricing Reviews**

Any pricing reviews need to be approved by the category manager, if pricing is changed without approval then the category manager has the right to suspend or remove the supplier from the register.

### **Capability Assessment**

The Department will collect and publish via the confidential information section of the Procurement website the experience capacity knowledge and capability template for use by participating agencies. The Department will not be conducting a capability assessment as part of the application process. Demonstrating capability will be conducted by Participating Agencies in their market approach.

### **Regional Capability**

Prequalified suppliers should ensure that they have considered the metropolitan and regional requirements to deliver and service the State of Victoria.

### **Industry Standards/ Industry Associations**

Participating Agencies may request confirmation of a prequalified suppliers adherence to industry standards and/or membership to industry associations.

### **Invoicing and Payments**

Participating Agencies will specify how invoicing is to be submitted. Please note that individual Participating Agencies may have differing/specific invoice requirements.

### **Subcontracting**

Prequalified Suppliers will be responsible for all subcontractors and the subcontractor obligations. Participating Agencies may have additional subcontracting obligations.

### **Service Delivery Requirements**

Participating Agencies will request service delivery requirements as part of their market engagement.