



Telco
Authority

Guidelines for Customers

SCM0053 OPERATIONAL TELECOMMUNICATIONS EQUIPMENT, INFRASTRUCTURE AND SERVICES SCHEME

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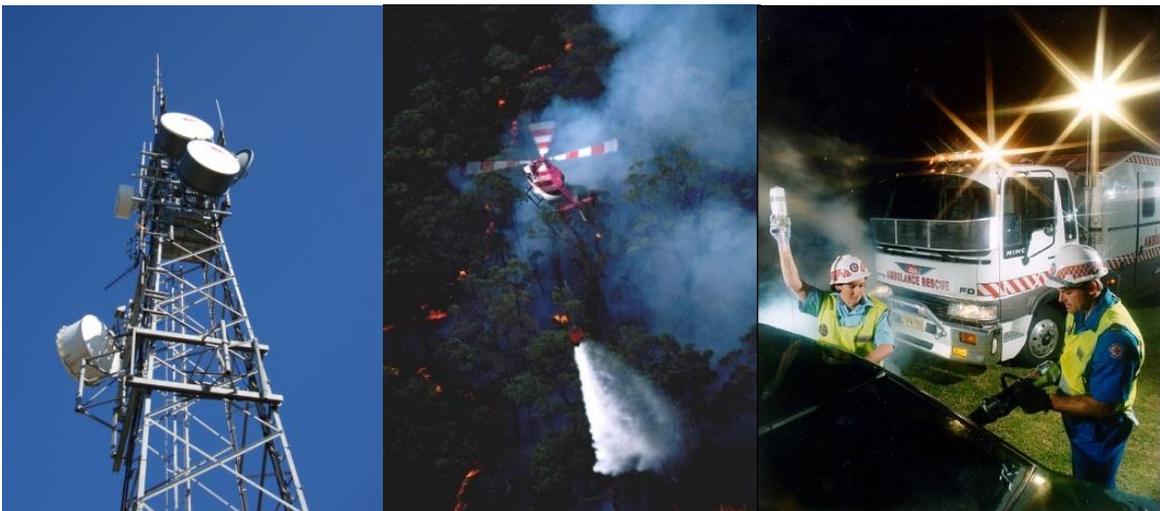


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1 Document Scope

This guide has been developed to assist Customers use the NSW Government SCM0053 Scheme. This document is not designed to be exhaustive and should be read in conjunction with existing agency-specific and NSW Government procurement policies and procedures.

The SCM0053 Scheme Guidelines for Customers does not cover procurement planning, funding approval, needs analysis, specification writing, preparation of tender / quotation documents, opening or closing procurement activities, evaluation of proposals, post implementation review and ongoing contract management. More information can be found in the NSW Government Procurement Policy Framework. All dollar values and thresholds are **exclusive of GST** unless otherwise specified.

2 Scheme Overview

2.1 Who can use the SCM0053 Scheme?

The SCM0053 Scheme (Scheme) is available for use by NSW Government agencies and other [Eligible Customers](#)

As per [PBD 2021-04: Approved procurement arrangements](#), agencies must use SCM0053 Scheme when procuring Operational Telecommunications Equipment, Infrastructure and Services, except where specific exemptions apply.

2.2 Scope

The Scheme covers equipment, infrastructure and services required to build, operate and maintain government telecommunication networks, OR operational communications to support the functions of emergency services organisation and government sector agencies. It offers 3 categories with relevant sub-categories as described in Table 1 below.

Table 1: SCM0053 categories and sub-categories

| Category | Sub-category |
|---|---|
| (A) Equipment Equipment used for provision of voice and data services via Radio Communications (RC), Mobile Broadband Communications (MBC), and Satellite Communications. | A01 Network Equipment (Narrowband) |
| | A02 Network Equipment (Mobile Broadband – Radio) |
| | A03 Network Equipment (Mobile Broadband – Core) |
| | A04 Link Equipment |
| | A05 Satellite Backhaul |
| | A06 Satellite Equipment |
| | A07 Stationary Terminal Equipment |
| | A08 Handheld and Mobile Terminal Equipment (Narrowband) |
| | A09 Handheld and Mobile Terminal Equipment (Mobile Broadband) |
| | A10 Power Equipment |
| | A11 Deployable |
| (B) Infrastructure Infrastructure required to support Radio Communications (RC), Mobile Broadband Communications (MBC), and Satellite Communications for category A. | B01 Antenna Support Structures (Poles/Towers) |
| | B02 Mounts and Miscellaneous Works |
| | B03 Security/Safety Systems and devices |
| | B04 Fibre Infrastructure |
| | B05 Communications Buildings |
| (C) Services All services required to develop, plan, design and install, manage, and maintain network Equipment (category A) and Infrastructure (category B). Excludes standard carrier services (See TPA) | C01 Site Acquisition, Environment and Design Services |
| | C02 Network Planning Services |
| | C03 Project Services |
| | C04 Construction Services |
| | C05 Maintenance Services |
| | C06 Consultancy Services |
| | C07 Satellite Carriage Services |

The Scheme does not cover:

- ICT related goods and services including ICT equipment, Software, Software as a service, support services, etc. that are not specific for telecommunications/ radiocommunication operations. This can be procured using ICT Services Scheme SCM0020
- Professional services not specific for telecommunications/ radiocommunication operations. This can be procured using PMS Scheme SCM0005.
- Construction services not specific for telecommunications/ radiocommunication operations.

2.3 Suppliers

Suppliers obtain Scheme membership on one of two lists. Lists are determined according to the contract value and risk:

- **Base supplier list** for low-risk contracts valued up to \$250,000 (excluding GST).
- **Advanced supplier list** for high-risk or contracts exceeding \$250,000 (excluding GST).

The Scheme includes a broad group of suppliers, from small and medium enterprises (SMEs) to large organisations, local and national businesses. Buyers need to match the right vendor to the right job.

2.4 Prescribed Terms and Conditions

When suppliers register for the Scheme, they agree to comply with the most recent version of the SCM0053 Scheme Rules and Conditions which includes accepting to Base Contract Terms or Advanced Contract Terms dependant on scheme membership level.

3 Supplier Engagement Process

Before engaging a supplier from the SCM0053 Scheme, Buyers must calculate the Contract Value and assess Risk:

3.1 Determine the Contract Value

Contract Value is the estimated total price of the contract including any options, extensions, variations, or contingencies excluding of GST and cannot be split into lower-price components or price per annum. For the purposes of determining the most appropriate set of suppliers to engage, you should consider the following scenarios when estimating the contract value:

- The agreed scope of works may change during the term of the contract, resulting in an increase in contract value to be greater than \$250,000 (excluding GST). This includes any potential extensions, renewal, variation, that may be executed during the life of the contract.
- Multiple contracts under one project.
- A contract with a supplier may result in the need for related “flow-on” contracts. The cumulative price of the first contract and any potential “flow-on” contracts may exceed \$250,000 (excluding GST).

Only where the sourcing activity is assessed as a low-risk and there is no potential for the total Contract Value to exceed \$250,000 (excluding GST), you may engage suppliers from the Base Supplier List. However, high-risk or As a Service sourcing activities, where there is potential for the contract value to exceed \$250,000 (excluding GST), you should engage Suppliers from the Advanced Supplier List.

3.2 Assess the Level of Risk

If the estimated Contract Value is less than \$250,000 (excluding GST), assessing the level of risk will determine the Supplier list (Base/Advanced) to be used.

Use of Advanced Supplier list is required in one of the following scenarios:

- The procurement activity falls under specific high risk services listed in **Appendix 1**.
- The inherent or residual risk rating for any identified risk is assessed to be high or extreme using [Risk Assessment Tool](#) (Prompts for identifying risks are included in **Appendix 2**).
- The procurement of As a Service products.

Note: It does not replace existing agency-specific or NSW government policies, procedures or guidelines relating to identification, mitigation, or management of project risks.

3.3 Number of Quotes

To assist in identifying the number of suppliers to quote, you should follow your own agency’s procurement guidelines. For ensuring value for money, providing transparency and opportunities to increase competition, see below recommended minimum number of quotations when engaging with suppliers from the SCM0053 Scheme:

Table 2: Recommended minimum number of quotations for SCM0053 Scheme

| Contract Value | Recommended minimum number of quotes |
|-------------------------|--------------------------------------|
| Up to 30,000 | 1 written quote |
| \$30,000- \$250,000 | 1-3 written quotes |
| \$250,000 - \$1 million | 3 written quotes |
| Over \$1 million | 3-5 written submissions |

3.4 Select Suppliers

Agencies are responsible for selecting suitable suppliers to ensure probity, fairness and value in keeping with the [Public Works and Procurement Act 1912](#) (section 176) and [NSW Government Procurement Policy Framework](#).

You may use your own discretion when selecting suppliers to invite for submissions and are not obliged to seek responses from every eligible scheme supplier within a category or sub-category. As part of the due diligence process, you may conduct the following preliminary investigations:

- Review supplier Profile on [Supplier Hub](#).
- Check company website
- Request capability statements from scheme members on the appropriate category.
- Contact your internal subject matter experts and/or NSW Telco Authority at SCM0053@customerservice.nsw.gov.au about the requirement
- Use indicative Supplier Price Guide to get an indication of pricing and lead times. Access to Supplier Price Guide can be requested by emailing nswbuy@treasury.nsw.gov.au.

EPP

When procuring goods and services over the value of \$680,000 covered agencies (Schedule 1 of [EPP Direction](#)) may use a procurement list established by another government agency and may invite a limited number of suppliers on the Scheme to make a submission.

The SCM0053 Advanced Supplier List is established in accordance with the criteria set out in the EPP Direction. A covered agency can comply with the EPP Direction by using SCM0053 for the procurement of goods and services.

Shortlist suppliers on buy NSW

- Login to buy NSW [supplier hub](#)
- Filter suppliers with the following:
 - scheme membership
 - prequalification type
 - scheme capabilities
- Once refined, the suppliers can be added via the shortlist function
 - Can be exported as a CSV file.

3.5 Conducting the Sourcing Process

The [Tenders module](#) on buy.nsw should be utilised to issue, manage and award opportunities.

Note: Please include the relevant (Base/Advanced) draft order form with the sourcing documents.

When engaging with suppliers from C01 Site Acquisition, Environment, Design (SAED) Services, C03 Project Services and C06 Consultancy Services, use the engagement pricing schedule XLSX, 130.34 KB. The schedule includes recommended templates for C04 Construction Services, C05 Maintenance Services and C07 Satellite Services.

3.6 Engaging with Suppliers

Once you have evaluated responses against appropriate assessment criteria, selected an appropriate supplier, and agreed to the scope of work, you need to execute the correct contract before engaging with the supplier. To execute a contract, refer to the applicable SCM0053 contract type:

- [Micro Spend Contract](#) (≤ \$30,000, low-risk, one-off engagements)
- [Base Contract Terms Order Form](#) (< \$250,000, low risk, no "As a Service")
- [Advanced Contract Terms Order Form](#) (≥ \$250,000 or high-risk engagements)
- [Standing Offer Deed](#) (for multiple procurements with pre-agreed pricing and terms)

Attachments or annexures to order forms, if any, may include specifications, a statement of work, support agreement, service level agreement, project plan, etc.

Completing these steps ensures that the agreement with the selected supplier is executed, enabling your agency to obtain the relevant warranties and protection against liabilities.

When raising a purchase order, please include wording "Under the Terms and Conditions of the SCM0053 Contract".

3.7 Contract administration

During the management of the contract, please ensure you receive all the required contract deliverables. This may include insurances, management plans, contact details, updated schedules, etc.

Consider any contract disclosure or reporting requirements (GIPA, Aboriginal Policy, variations, etc.).

3.8 Measure Supplier Performance

To ensure that NSW government agencies and eligible buyers can continue to get the maximum value from SCM0053, it is important that supplier performance is measured. By completing the supplier performance report, buyers can promote suppliers that provide high quality goods and services or identify performance issues.

It is recommended that buyers complete a supplier performance report (as available on the [buy.nsw](http://buy.nsw.gov.au) site) for each supplier at the completion of a commercial engagement, or at appropriate intervals (e.g. annually). Completed reports should be provided to the supplier, and a copy forward to SCM0053 management at scm0053@customerservice.nsw.gov.au.

Please note, the Scheme Manager may contact the buyer for clarification on any reports that are provided. Report findings may be used to assess the ongoing suitability of suppliers for SCM0053 membership.

Appendix 1 - High Risk Services examples

| High Risk Work | Examples |
|--|---|
| <p>Confined spaces Work that is carried out in or near a confined space</p> | <ul style="list-style-type: none"> ● connecting a new cabling in a 3 metre Telstra manhole ● pulling a fibre within a pit |
| <p>Demolition Work that involves demolition of an element of a structure that is loadbearing or otherwise related to the physical integrity of the structure</p> | <ul style="list-style-type: none"> ● removing mast or pole guys or anchorages ● removing bracing from a wall or roof as part of a renovation ● knocking down load-bearing walls as part of a shelter or building conversion ● using explosives to break up rock or to remove a tree stump ● blasting in demolition of towers and / or preparation of construction of a building or a road |
| <p>Electrical work Work that involved high voltage electricity, energised electrical installations or services</p> | <ul style="list-style-type: none"> ● drilling into a wall where live electrical wiring may be present ● working near overhead or underground power lines ● 'Electrical installations / services' do not include appliances such as power leads and electrically powered tools |
| <p>Electromagnetic radiation emissions Working in environment susceptible to EME exposure</p> | <ul style="list-style-type: none"> ● Working on network sites that emit EME |
| <p>Hazardous chemicals Work that can include:</p> <ul style="list-style-type: none"> - exposure to hazardous chemicals including asbestos and crystalline silica - pressurised gas - distribution mains or piping - chemical, fuel or refrigerant lines | <ul style="list-style-type: none"> ● removing floor tiles containing asbestos as part of a renovation ● cutting or drilling into an asbestos cement sheet wall ● demolishing a pit that contains asbestos ● working on asbestos cement conducts/pipes ● fuels ● gases ● solvents ● pesticides/herbicides ● industrial chemicals ● excavating foundations near to an existing gas supply (near means close enough that there is a risk of hitting or puncturing the mains or piping) |

| High Risk Work | Examples |
|---|---|
| <p>Mobile plant and lifting operations Use of mobile plant – cranes, forklifts and EWP</p> | <ul style="list-style-type: none"> ● Erection of structure ● decommissioning of structure ● Material/equipment delivery or install on rooftop. ● Riggers on the structure ● More than one crane ● A combined load of over 20 tonnes ● A load above 80% of the crane’s capacity. ● Use of Helicopters for operation or maintenance ● Use of Drones for operation or maintenance ● Work that involves tilt-up or pre-cast concrete ● decommissioning plant |
| <p>Remote or isolated work (includes Driver safety) Working in remote or isolated areas including long travel distances</p> | <ul style="list-style-type: none"> ● survey and inspection work in remote regional areas involving long distance travel ● Working in isolation |
| <p>Transporting and loading materials Work that involves transporting materials and equipment for the purpose of construction, repair or modification of existing services.</p> | <ul style="list-style-type: none"> ● Tower and construction materials ● Batteries ● Plant and equipment |
| <p>Underground and concealed service Work that is carried out in or near a shaft or trench with an excavated depth greater than 1.5 metres or is carried out in or near a tunnel</p> | <ul style="list-style-type: none"> ● laying or repairing pipes or conduits in a trench that is more than 1.5 metres deep ● testing drainage pipes in a trench that is more than 1.5 metres deep ● working near bored piers that are greater than 1.5 metres deep ● building a tunnel while constructing an underground railway or road ● removing pipework or pit that may contain the residue of hazardous chemicals ● maintaining, demolishing or removing old tanks |

| High Risk Work | Examples |
|---|--|
| <p>Working at heights Work that involves a risk of a person falling from one level to another</p> | <ul style="list-style-type: none"> • installing antennae or feeder cables at height • installing roof sheeting, cable trays or access ways • working adjacent to a pit or opening with a fall height of more than 2 metres • Work that is carried out on a telecommunications tower • installing or maintaining equipment on a telecommunications tower • Work that involves structural alterations or repairs that require temporary support to prevent collapse • using props to support a pole/mast where a load-bearing element will be removed |

Appendix 2 - Prompts for identifying risks

The following questions may assist to identify risks:

| Question | Procurement of Equipment, Infrastructure or Services under SCM0053 | |
|--|---|--------|
| Nature of Equipment, Infrastructure or Services being procured | | Yes/No |
| 1. | Does the Equipment, Infrastructure or Services, being procured relate to a mission-critical network, system, or solution, such as an emergency telecommunications network or operationally critical radio network? | |
| 2. | Is the relevant project considered to be complex, and with a real risk of non-performance or late delivery, thereby increasing the potential exposure of the Customer or NSW Government? | |
| 3. | Are liquidated damages viewed as the most appropriate means of seeking to ensure on-time delivery by the supplier? | |
| 4. | Will construction services, managed services, or professional services be provided by the supplier? | |
| 5. | Does the Customer need to own intellectual property rights newly created under the supply contract? | |
| 6. | Does the procurement of Equipment, Infrastructure or Services under the contract form part of a wider procurement involving different supplies, thereby increasing the need for good contract management and coordination around the delivery of the relevant goods and services? | |
| 7. | Is there likely to be extensive Acceptance Testing of the Equipment, Infrastructure, or outputs / deliverables from the Services? | |
| Nature of Supplier and potential sub-contracting | | |
| 8. | Is there any concern that the supplier may not be financially viable, or may otherwise be lacking in capability to fulfil its obligations, and its parent company may be required to guarantee the supplier's performance? | |
| 9. | Does the supplier propose to, or need to, use sub-contractors for the performance of its obligations, and these subcontractors will interface directly with the Customer? | |
| 10. | Does the Customer propose to request a financial security (bank guarantee) which may be called upon in the case of non-performance by the Supplier? | |
| 11. | Is the supplier a sophisticated or multi-national supplier that seeks to limit its liability under the contract? | |
| 12. | Is there anything to suggest that the supplier, and (in the case of Services), the proposed personnel, do not have the relevant expertise and experience (proven by a good 'track record') to deliver the project and perform its obligations under the contract? | |
| 13. | Will any Equipment, Infrastructure or Services be provided through a reseller? | |

| Sensitivity and publicity | | Yes/No |
|--|--|---------------|
| 14. | Could the nature of the Equipment, Infrastructure or Services being procured, or their proposed use, attract publicity or media attention, thereby increasing the likelihood of additional probity requirements or political scrutiny? | |
| 15. | Will the outcomes or results of the engagement or project feed into, or integrate with, other projects, agency or Customer systems or processes that may require additional approvals or clearances (e.g., at a Ministerial level)? | |
| 16. | Would non-performance or late delivery of the supplier in the engagement or project have a serious adverse effect on the implementation of a major NSW Government policy or initiative or delay its progress or completion? | |
| 17. | Is confidential or sensitive information likely to be disclosed to or accessible by the supplier's sub-contractors, such that it is appropriate for sub-contractors to enter into a Deed of Confidentiality in favour of the Customer? | |
| Governance and dispute resolution | | |
| 18. | Does the Customer consider performance management to be critical to the contract, and proposes to appoint a management committee and/or resolution manager? | |
| 19. | Are there likely to be several changes or variations over the course of the contract (e.g., because scope is not accurately known at the outset) such that a formal change control procedure and form is required? | |
| 20. | Is it likely that any disputes arising in relation to the contract will be technical in nature, and expert determination will be the most likely means of resolving a dispute? | |