



Guidelines for Customers

SCM0053 OPERATIONAL TELECOMMUNICATIONS EQUIPMENT, INFRASTRUCTURE AND SERVICES SCHEME (ITS2573)

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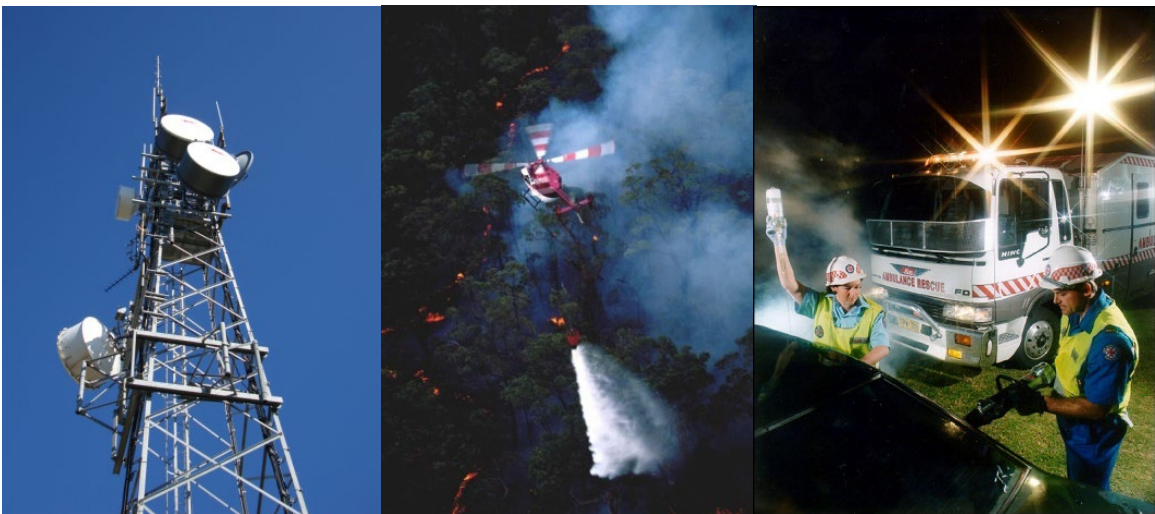


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1 Document Scope

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 operational telecommunications goods and services. 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:

- **Registered supplier list** for low-risk contracts valued up to \$150,000 (incl GST).
- **Prequalified supplier list** for high-risk or contracts exceeding \$150,000 (incl 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 agreeing to the Terms and Conditions of the relevant Master Supply Agreement with details in Table 2 below:

Table 2: Prescribed Terms & Conditions for Registered and Prequalified Suppliers

ITS 2573 Supplier List	Contract Type	Prescribed Terms and Conditions
Registered Supplier List	For low-risk contracts valued up to \$150,000 (incl GST) each	Master Supply Agreement for Registered Suppliers
Prequalified Supplier List	For contracts valued over \$150,000 (incl GST) each or high-risk contracts	Master Supply Agreement for Prequalified Suppliers

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 inclusive 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 \$150,000 (incl 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 \$150,000 (incl GST).

Only where the sourcing activity is assessed as a low-risk and there is no potential for the total Contract Value to exceed \$150,000 (incl GST), you may engage suppliers from the Registered Supplier List. However, high-risk sourcing activity where there is potential for the contract value to exceed \$150,000 (incl GST), you should engage Suppliers from the Prequalified Supplier List.

3.2 Assess the Level of Risk

If the estimated Contract Value is less than \$150,000 (incl GST), assessing the level of risk will determine the Supplier list (Registered/ Prequalified) to be used.

Use of Prequalified 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**)

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 3: 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 prequalified 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 the SCM0053 Scheme for the procurement of goods and services.

3.5 Conducting the Sourcing Process

The NSW Government's [eTendering](#) system should be utilised to issue, manage and award RFX for all sourcing activities where one or more suppliers registered on prequalification schemes are invited to bid for your requirements.

For more information on eTendering please go to buy.nsw.

Note: Please include draft Order Form with the sourcing documents.

3.6 Engaging with Suppliers

For the purposes of each Contract made pursuant to the Master Supply Agreement, the Contract Documents are:

1) Master Supply Agreement

The Master Supplier Agreement (Registered/ Prequalified) governs the performance of the Contract and is entered into with the supplier when the supplier applies to be a member of the SCM0053 Scheme. To request MSA number (Registered/Prequalified) or copy of the signed MSA, please send your requests to SCM0053@customerservice.nsw.gov.au.

2) The Order Form

To enter a contract with a chosen supplier, Buyers will need to complete the relevant Order Form.

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 right Order Form to engage them. To execute the Order Form, complete the appropriate SCM0053 Order Form:

- [Purchase Order Form](#) for Registered Suppliers
- [General Order Form](#) for Prequalified Suppliers

The **Attachments** or annexures to the Order Form (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 in your finance system, please include wording “Under the Terms and Conditions of the SCM0053 Master Supply Agreement”.

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 the SCM0053 Scheme, it is important that suppliers’ performances are measured. By completing the supplier performance report, you can promote suppliers that provide high quality goods and services or identify performance issues you may have encountered with a supplier.

It is recommended that you complete a [Supplier Performance Report](#) for each engaged supplier at the completion of an engagement or at least annually for long term engagements by following below steps:

- Complete [Supplier Performance Report](#) (Section A, B and C)
- Submit a copy of the performance report to the supplier for them to provide any additional comments.
- Submit the completed performance report signed by the supplier and the agency to SCM0053@customerservice.nsw.gov.au.

Please note, the Scheme Manager may contact you for clarification on feedback you have provided. The results of feedback collected through this process may be used to assess the ongoing suitability of different suppliers for the SCM0053 Scheme.

Appendix 1 - High Risk Services examples

High Risk Services	Examples
<p>Work that involves a risk of a person falling more than 2 metres.</p> <p>Note: in some jurisdictions the fall height limit for high-risk construction work is 3 metres.</p>	<ul style="list-style-type: none"> - installing an antennas or feeder cables - installing roof sheeting, cable trays or access ways - working adjacent to a pit or opening with a fall height of more than 2 metres.
<p>Work that is carried out on a telecommunication tower</p>	<ul style="list-style-type: none"> - installing or maintaining equipment on a telecommunications tower.
<p>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.
<p>Work that involves, or is likely to involve, the disturbance of asbestos</p>	<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.
<p>Work that involves structural alterations or repairs that require temporary support to prevent collapse</p>	<ul style="list-style-type: none"> - using props to support a pole/mast where a load-bearing element will be removed.
<p>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 or pulling a fibre within a pit.
<p>Work that is carried out in an area that may have a contaminated or flammable atmosphere</p>	<ul style="list-style-type: none"> - removing pipework or pit that may contain the residue of hazardous chemicals. - maintaining, demolishing, or removing old tanks - decommissioning plant.
<p>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.
<p>Work that involves the use of explosives</p>	<ul style="list-style-type: none"> - using explosives to breakup rock or to remove a tree stump - blasting in demolition of towers and or preparation of construction of a building or a road.
<p>Work that is carried out on or nearby:</p> <ul style="list-style-type: none"> - pressurised gas distribution mains or piping - chemical, fuel or refrigerant lines - energised electrical installations or services. 	<ul style="list-style-type: none"> - excavating foundations near to an existing gas supply - drilling into a wall where live electrical wiring may be present - working near overhead or underground power lines

High Risk Services	Examples
	<ul style="list-style-type: none"> - 'near' in the above circumstances means close enough that there is a risk of hitting or puncturing the mains, piping, electrical installation, or service - electrical installations/services do not include appliances such as power leads and electrically powered tools.
Work that involves tilt-up or precast concrete	<ul style="list-style-type: none"> - building with or modifying precast panels - installing a precast telecoms pit.
Working in remote areas involving long travel distances	<ul style="list-style-type: none"> - survey and inspection work in remote regional areas
Use of mobile plant – cranes, forklifts, and EWP	<ul style="list-style-type: none"> - cranes erecting tower sections - rooftop equipment maintenance from EWP
Responding to Public Safety emergency situations	<ul style="list-style-type: none"> - providing backup comms equipment to site during bushfire

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?	