

Buyers Guide



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

SPIRIT

Contract No. 146601

Through this CUA, you are able to access the following categories of Information and Communications Technology (ICT) services:

- Planning and management;
- Business applications; and
- Technology infrastructure.

From 1 July 2002



[⇒ About the Contract](#)

[⇒ How do I use this Contract?](#)

[⇒ What's on Offer?](#)

[⇒ Need more Information?](#)

ABOUT THE CONTRACT

Contract Number	CUA 146601
Contract Term	Open-ended from 1 July 2002
Status	Mandatory State-Wide
Categories	Planning and management; Business applications; and Technology infrastructure
Key Features and Benefits	<ul style="list-style-type: none"> • A pre-qualification and common contractual framework for Suppliers for one or more of the SPIRIT ICT Services. • A standardised set of ICT Services, defined and grouped in the SPIRIT Service Definitions and Services Matrix. • A set of 'end-to-end' standardised processes, templates, and guides through which Government agencies can procure ICT Services. • A web-based Register (the SPIRIT Marketplace), which contains a repository of Suppliers qualified for one or more of the SPIRIT ICT Services.

Contract Manager

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

Ivor Lee

Contract Manager

Tel: (08) 9222 5023

Fax: (08) 9481 0785

Email: spirit@dtf.wa.gov.au

Raymen Znaor

Sales Reporting and Technical Enquires

Tel: (08) 9222 5053

Fax: (08) 9481 0785

Email: spirit@dtf.wa.gov.au

SPIRIT Team

Government Procurement

Department of Treasury and Finance

8th Floor Dumas House

2 Havelock Street

WEST PERTH WA 6005

SPIRIT

SPIRIT is an integrated ICT procurement and governance framework that is mandatory for all Western Australian Government Buyers. It provides standardised processes and supporting templates through which government agencies can procure ICT services from a market of known pre-qualified Suppliers.

Broadly speaking, SPIRIT emphasises the delivery of an efficient and transparent buying process that meets government and State Supply Commission (SSC) policies. Up front costs are kept to a minimum with no pre-requisite insurance levels or risk coverage for Suppliers, as these are only required at the time business is won.

Buyers may [request a user logon and password for the SPIRIT Marketplace System](#). This web-based system allows Buyers to undertake general searches by one or a mix of ICT Services. It also allows Buyers to create a 'Unit of Work' with a set of required services, under which a Buyer may create one or more Tenders (Requests).

For each Tender, a Buyer can select one or more services and search for the qualified Suppliers, who will be listed by a percentage match to the required services (with and without alliance partners). Buyers can then browse the details for each qualified supplier – including their existing contracts with other Buyers – and evaluate their suitability on such individual elements as their undertakings, insurances and accreditation, technical skills, and alliances. These SPIRIT Marketplace 'scenarios' can be saved and re-run with all the previous selections retained, but the list of Suppliers will be refreshed with the most recent list of qualified Suppliers.

The most suitable Suppliers can then be selected and invited. This creates a list of the selected Suppliers with their contact details, as well as a list of those Suppliers that were not selected. This data is saved in an electronic form suitable for use with Excel (to allow mail merge), although it can also be printed directly from within the System. The information is also automatically saved on the database within the SPIRIT Marketplace. The [SPIRIT Marketplace User Guide for Buyers](#) and the [SPIRIT Marketplace Quick Reference User Guide for Buyers](#) provide specific operational instructions for the SPIRIT Marketplace System.

Exemption from using this CUA

DTF is responsible for processing and approving all requests from Public Authorities that are seeking an 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 for SPIRIT should be directed to the [Contract Manager](#) 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.

Tools and Mechanisms

The [SPIRIT Marketplace System](#) is administered by DTF, and is available to all registered Buyers and Qualified Suppliers. In terms of functionality, the SPIRIT Marketplace System enables Government Buyers to search for Suppliers that are qualified to deliver their chosen mix of services.

Another set of tools available to Government Buyer’s is the [SPIRIT Resources](#) section, where you will find a large set of templates designed for the individual steps that must be performed within the SPIRIT Contracting process. These templates have been developed according to SSC guidelines, and aim to help you prepare consistent and appropriate documentation. At the same time, they can also be used as a checklist of the key points to address at each individual step.

Generally speaking, the documents provided in the Resources section already contain the relevant headings and subheadings. Where appropriate, sample text or prompts have been written underneath each individual section as a guide for Buyers.

Services Matrix

The [SPIRIT Services Matrix](#) is a defined set of activities and tasks that are likely to encompass the full range of ICT Services that are required by government. The individual service definitions are aggregated into ‘Service Clusters’, or ‘Groups’ within the three broad Service Categories of:

- Planning and Management;
- Business Applications; and
- Technology Infrastructure.

Category	Group	Service
Planning and Management		
Strategic Business Services		Strategic ICT Planning Services
Strategic Business Planning	A1001	Business Process Planning
Business and Customer Intelligence and Knowledge Planning	A1002	Information Planning
...		...
...		
Business Applications		
Corporate Applications Services		Core Business Applications Services
Project Services	B1100	Project Services
• Information analysis	B1101	• Database Design and Development
• Functional Specification	B1102	• Application and Database Implementation
• ...		• ...
Operational Support Services	B1200	Operational Support Activities
• Business Systems Analysis	B1201	• Application Enhancement
• Maintenance, Modifications & Support	B1202	• Maintenance, Modifications & Support
• ...		• ...
...		
...		
Technology Infrastructure		
Server Management Services		Desktop Management Services
Server Installation and Configuration	C1001	Desktop Equipment Installation
Operating Software Installation	C1002	Desktop Software Installation
...		...
...		
...		

Buying under SPIRIT

SPIRIT is a procurement framework for ICT Services. The requirements outlined here are the minimum requirements for purchasing under SPIRIT. As such, they should also be read in conjunction with State Supply Commission Policies and Guidelines. Internal agency procurement rules must also be taken into account, as they will potentially influence both the required approach and the lead-time that is necessary for a particular purchase.

The following checklist outlines the standard process for procuring ICT Services under SPIRIT, starting from the point at which the need to make a purchase has been established:

- Identify a business need that warrants the intervention and/or assistance of a private ICT Services provider.
- Develop a specification for the work to be done. This specification must be mapped against the services available in the SPIRIT Services Matrix.
- From the SPIRIT Marketplace System, establish the qualified Suppliers who are capable of providing the services. The use of the System will assist the agency in consulting with industry, and to appropriately specify its requirements and prepare industry for responding.
- If the amount of the proposed purchase exceeds the limit of the agency's delegated authority for purchasing, then the involvement of DTF must be sought.

SPIRIT Buying Rules

The State Supply Commission has agreed upon the following variations to the buying rules for the SPIRIT Common Use Arrangement – applicable to all the ICT Services tabulated in the Services Matrix (all dollar amounts include GST):

- For procurement of ICT Services up to \$1,000 – direct purchase without the need for more than a single verbal quotation from a supplier who is qualified for the required SPIRIT services.
- For procurements of ICT Services of \$1,001 to \$19,999 – verbal quotations from at least three suppliers who are qualified for the required SPIRIT services.
- For procurements of ICT Services of \$20,000 to below \$100,000 – send invitations to at least three Suppliers who are qualified for the required SPIRIT services.
- For procurements of ICT Services with an estimated total value of between \$100,000 and below \$250,000 – send invitations to at least six Suppliers who are qualified for the required SPIRIT services.
- For procurements of ICT services with an estimated value of \$250,000 to below \$10 million – send invitations to all Suppliers who have been qualified for the required SPIRIT services.
- For procurements of ICT services with an estimated value of \$10 million and above – send invitations to all Suppliers who have been qualified for the required SPIRIT services and publicly advertise.
- The maximum contract term under any contract established under the SPIRIT Head Agreement will be 5 years.
- Where a private sector provider is responsible for buying through the SPIRIT Framework on behalf of a Government Buyer, they must comply with the same requirements as Buyers.

NOTE: Procurement Plans, Business Cases, and Recommendation Reports must be developed and submitted to the State Tender Review Committee (STRC) according to the current State Supply Commission purchasing guidelines.

SPIRIT Ready Reckoner

A table called the [SPIRIT Ready Reckoner](#) provides a comprehensive overview of the various tasks to perform relative to the value of the purchase. The [SPIRIT Resources](#) section also provides details on the various templates that should be utilised for the various steps.

Complaints Resolution

The Department of Treasury and Finance aims to continuously improve the services that it provides to Customers, and welcomes feedback on the level of satisfaction experienced with the contract itself or with the performance of the Contractor(s). If you are dissatisfied with the ICT Services 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 DTF's online complaints handling facility at: http://www.dtf.wa.gov.au/cms/pro_content.asp?ID=682. The online form provides for both complimentary feedback and complaint resolution considerations. Under the section heading: "Please detail what the issue is, when it occurred and who was involved", provide information on the following:

- nature of the complaint;
- when the complaint was made;
- to whom the complaint was made;
- the issues involved;
- the contractor's response; and
- any other relevant details.

WHAT'S ON OFFER?

There are three main categories of services available on the CUA. The categories are:



Planning and Management

- Strategic Business Services;
- Strategic ICT Planning Services;
- Business Efficiency Services;
- Risk Management Services; and
- Procurement and Management Services.



Business Applications

- Corporate Application Services;
- Core Business Applications Services;
- Personal Productivity Services; and
- Integrated Services Delivery.



Technology Infrastructure

- Server Management Services;
- Desktop Management Services;
- Network Management Services; and
- Internal and External Security Management Services.

For a complete list of the individual ICT Services covered under SPIRIT, please refer to the [Services Matrix](#) and the associated [Service Definitions](#).

NEED MORE INFORMATION?

Appendices

 [Appendix 1: Frequently Asked Questions](#)

 [Appendix 2: Accessing CUA information online](#)

Forms and Tools

 [SPIRIT Marketplace User Guide for Buyers](#)

 [SPIRIT Marketplace Quick Reference Guide for Buyers](#)

 [SPIRIT Marketplace System](#)

 [Services Matrix](#)

Links to CUA information

 [Government Contracts Directory ebook](#)

Still need more information?

 [Contact the Contract Manager](#)

APPENDIX 1: FREQUENTLY ASKED QUESTIONS

Do I have to buy from this contract if I am purchasing from a regional location?

Yes, SPIRIT is currently mandatory for all Public Authorities in Western Australia.

Do I need to get quotes?

Generally speaking, yes, because pricing information is currently outside the scope of the SPIRIT Framework. Please refer to the Buying Rules and financial thresholds listed on page 5 of this guide, and plan your purchase accordingly.

What happens if I need to purchase ICT Services that are not available on this arrangement?

It is likely that you will be able to purchase all 'standard' ICT Services from SPIRIT. In circumstances where the required service is not listed in the Services Matrix, Buyers must still purchase in accordance with relevant State Supply Commission Policies (details of these policies can be found at www.ssc.wa.gov.au). You will also need to attain the relevant internal and external exemptions.

What do I do if I am unhappy with the service of a Contractor?

Contact the Contractor and request a meeting to resolve the matter. At this meeting, clearly outline the issue, ask the Contractor for an explanation, and attempt to resolve the matter harmoniously.

Complete and email the Contractor's Performance Review Form to the DTF Contract Manager with specific details of the complaint. Include your name, phone contact details, the action you have taken, and the agreed upon solution. If need be, DTF will follow up the matter with the Contractor.

Can I receive updates about this contract, or CUA contracts in general?

Yes. Email your completed details using the form below to receive updates on CUA's. <http://www.dtf.wa.gov.au/cms/uploadedFiles/Are%20you%20on%20our%20mailing%20list.doc>

APPENDIX 2: ACCESSING CUA INFORMATION ONLINE

If you experience any difficulties locating CUA information, please call the GEM Service Centre on 9222 5468, or 1800 22 5468 for regional buyers. Alternatively, you may wish to email the Gem Service Centre at gem@dtf.wa.gov.au.

Public Authorities with No Dedicated Procurement System

If your Public Authority has no dedicated online procurement system, or uses a system other than that provided by the Office of Shared Services, access the CUA information on the Government Procurement (GP) website at http://www.dtf.wa.gov.au/cms/pro_index.asp. Click on Buyers for a list of all Buyers' links, and select the relevant CUA (in this instance, SPIRIT).