

# Government Telecommunications Agreements

The new Government Telecommunications Agreements ITS2360 (GTAs) are delivering \$50 million savings annually across hundreds of public sector organisations. The agreements are a strategic component of People First – the NSW Government ICT Strategic Plan, and provide a new way of procuring telecommunications services to optimise the Government's purchasing power and deliver savings for Government.

## KEY BENEFITS

- Significant savings already established on Categories 3 & 4. Approximately 30% savings achievable from no term, no volume commitment prices. Further savings if agencies commit to term and % of agency
- Establishment of fixed price book for voice and mobile services. All agencies now pay a common price which means no request for quotations, thereby reducing the cost of procurement eg a school in Wagga Wagga with five phone lines can pay the same call rate as a Sydney based hospital that operates hundreds of phone lines
- Standardised reporting and access to online billing systems are standard across the GTAs. Agencies will be able to use these systems to actively manage their services and costs
- Flexibility - different pricing plans are provided to suit different call profiles for customers; different term options available

## PRODUCTS & SERVICES

### GTA CATEGORY 1A - Data And High Speed Internet Services

- High speed internet access services
- IP based data services
- Data-link layer services (layer 2 services)
- SOHO broadband internet services
- Specialised data services

### GTA CATEGORY 3 - Fixed Voice Services include:

- PSTN exchange lines and associated voice calls
- ISDN lines (used primarily for voice calls) and associated voice calls
- Point to point tie lines (non switched voice services)
- Inbound 1800, 1300 and 13 services
- Indial facilities
- Exchange based voicemail (eg Telstra's Message bank)
- Conference calls (self service only for 4 or more parties)

### GTA CATEGORY 4 - Mobile, Satellite and Paging Products and Services include:

#### PART 1 - Provision of Mobile Services (Fixed Price)

- Provision of network access/SIM
- Carriage of voice and limited data traffic
- Charging system based on the specified call types

#### PART 2 - PROVISION OF HARDWARE

- Mobile handsets and carkits
- Satellite handsets
- Paging handsets
- Blackberries

Agencies can negotiate the price of handsets directly with the Supplier.

### GTA CATEGORY 5 - Telecommunication Equipment and Services:

- Telephone and telephone network systems and associated services
- Audio/video conferencing systems
- Paging and broadcast equipment and systems

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CONTRACT 2360

## CONTRACT PERIOD

GTA Cat 1A	Expiry date 31/12/2010
GTA Cat 3	Expiry date 31/03/2012
GTA Cat 4	Expiry date 31/03/2012
GTA Cat 5	Expiry date 31/03/2011

## ADDITIONAL FEATURES

- Price refreshes at discretion of Government - right to request suppliers to resubmit pricing at any time during the term of the contract. Any downward change in price applies to all existing contracts
- Two levels of supplier being ASP (Authorised Supply Panel) and EDSP (Enterprise Development Supplier Panel). ASPs are the major suppliers whilst the EDSPs are smaller suppliers or niche product suppliers
- Suppliers must supply strictly in accordance with Government contract terms and conditions.

## HOW TO TRANSITION TO THE GTAS

Existing Department of Information Technology & Management contracts are able to be transitioned to the GTAs before their expiry date. As at 20 Feb 2008, 97 agencies (including SOCs), 15 local councils and 6 NGOs have transitioned with 5 GTA suppliers. As the transition processes vary between suppliers the agency is asked to contact the GTA Team, located in the Department of Services, Technology & Administration for assistance and advice in this process. **1800 NSW BUY (1800 679 289)**  
[nswbuy@services.nsw.gov.au](mailto:nswbuy@services.nsw.gov.au)

## ELIGIBLE CUSTOMERS INCLUDE:

### CATEGORY 1A:

- (a) Agencies and other bodies employing members of the public sector service as defined in section 3 of the Public Sector Employment and Management Act 2002.
- (b) a body corporate or an unincorporated body established or constituted for a public purpose by NSW legislation, or an instrument made under that legislation (including a local authority);
- (c) a body established by the Governor of the State of NSW or a Minister of the State of NSW;
- (d) an incorporated company over which the State of NSW exercises control;
- (e) State Owned Corporations, as that term is defined in section 3 of the State Owned Corporations Act 1989;

- (f) Public health organisations as defined under section 7 of the Health Services Act 1997, other than any affiliated health organisation (as defined under section 13 of that Act) that:
- (i) has an existing agreement with the Contractor for the supply of Telecommunications Services entered into prior to the commencement date detailed in item 7 (a) of the Agreement Details that is not subject to a head agreement with the Contract.

Authority, or

- (ii) is eligible for the supply of Telecommunications Services under an existing head agreement between the Contractor and a third party entered into prior to the commencement date detailed in item 7 (a) of the Agreement Details, The inclusion of the affiliated health organizations referred to in sub-clauses (i) and (ii) above as Eligible Customers will be subject to the agreement of the Contractor.

Eligible non-Government Bodies, subject to agreement by the Contractor."

### CATEGORY 3 & 4:

- The agencies and other bodies employing members of the "public sector service", as that term is defined in section 3 of the Public Sector Employment and Management Act 2.002;
- State Owned Corporations, as that term is defined in section 3 of the Stated Owned Corporations Act 1989, and NSW Local Councils. Not for profit organisations are not eligible customers, however are encouraged to contact suppliers directly to see if they can negotiate the benefits achieved through the GTAs. Suppliers will consider all enquiries on a case by case basis.

## MAJOR SPONSORS

The major sponsors of the Government Telecommunications Agreements project include:

- Attorney General's Department
- NSW Health
- Roads and Traffic Authority
- Department of Education and Training
- NSW Police
- Department of Lands
- Department of Premier and Cabinet
- NSW Treasury
- Department of Services, Technology & Administration

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## GTA CAT 1A DATA & HIGH SPEED INTERNET SERVICES

APPROVED SUPPLIER	DATA SERVICES	INTERNET SERVICES
NEC	✓	
NEXTGEN	✓	✓
OPTUS	✓	✓
PACNET	✓	✓
PIPE	✓	✓
SOUL	✓	✓
TELSTRA	✓	✓
UECOMM	✓	✓

Each of the above successful suppliers have been notified of the products and services they are permitted to sell to NSW government agencies under the GTAs Contract 2360. It is important to note that the Tariff Tables (Price Book) represents maximum price.

## GTA CAT 3 & 4 FIXED VOICE, MOBILE, SATELLITE AND PAGING PRODUCTS AND SERVICES

The table below summarises the successful tenderers on the Authorised Supply Panel (ASP) and the types of products and services (i.e. Categories) that they are able to sell to NSW Government Agencies:

PANEL MEMBERS AUTHORISED SUPPLY PANEL (ASP)	CATEGORY 3 FIXED VOICE SERVICES	CATEGORY 3 INBOUND SERVICES (1800/1300/13)	CATEGORY 4 MOBILE & PAGING PRODUCTS & SERVICES
AAPT	✓	✓	✓
MACQUARIE	✓	✓	✓
OPTUS			✓
TELSTRA	✓	✓	✓

The table below summarises the successful tenderers on the Enterprise Development Supplier Panel (EDSP) and the types of products and services which they can sell to NSW Government Agencies:

PANEL MEMBERS DEVELOPMENT SUPPLY PANEL (EDSP)	CATEGORY 3 FIXED VOICE SERVICES	CATEGORY 3 INBOUND SERVICES (1800/1300/13)	CATEGORY 4 MOBILE & PAGING PRODUCTS & SERVICES
MESSAGE STICK	✓	✓	✓
SOUL	✓	✓	
VODAFONE HUTCHINSON AUSTRALIA			✓
*PIVOTEL			✓

\*satellite only

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## GTA CATEGORY 5

### GTA Equipment & Services covered include:

1. Telephony systems and association systems and services (including IP systems)
2. Voice and / or video mail and unified messaging systems
3. Network systems and services (eg voice, LAN/WAN etc)
4. Call accounting (TIMS)
5. Contact centre systems and associated systems and services
6. Interactive voice response systems (IVRs)
7. After market products (including handsets, audio conference phones, headsets, circuit cards etc)
8. Music and messaging on hold systems and services
9. Voice recording systems
10. Audio conference systems and services
11. Video conferencing systems and services
12. Consolidated telecommunications inventory and cost management (including carrier billing analysis tools)
13. Managed telecommunications services
14. Private paging and public address systems
15. Broadcast messaging systems
16. System commissioning, decommissioning and professional services
17. System maintenance (single and multi-vendor)
18. New telecommunication technologies.

## HOW TO PURCHASE GTA CAT 5:

- Government agencies or eligible customers must first ensure they are registered as a buyer with NSW Procurement. This registration process will provide them with a NSWBUY Identification Number.
- If you wish to check your organisation's eligibility to purchase under this State Contract, please contact the Client Support Centre Phone **1800 NSW BUY (1800 679 289)** or email **nswbuy@services.nsw.gov.au**
- A full list of suppliers is available from **www.nswbuy.com.au**



Procurement  
1800nswbuy

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## FURTHER INFORMATION

For further information or to obtain a copy of the Contract Guide, please contact the Client Support Centre.



1800 NSW BUY  
1800 679 289



[www.nswbuy.com.au](http://www.nswbuy.com.au)  
[www.nswprocurement.com.au](http://www.nswprocurement.com.au)



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