ICT Services
1 October 2012 to 31 January 2016

About the Contract
How do I use this Contract?
What’s on offer?
Who are the Contractors and How Much Does IT Cost?
Need more Information?
**ABOUT THE CONTRACT**

**Contract Number**
CUA 14008

**Contract Term**
From 1 October 2012 to 31 January 2016

**Status**
Mandatory in the Perth region

**Categories**
- Category A – Strategic and Business Planning Services
- Category B – Efficiency and Optimisation Services
- Category C – Risk Management Services
- Category D – Procurement Management Services
- Category E – ICT Project Management Services
- Category F – Business Solutions Services
- Category G – Server Management Services
- Category H – Desktop Management Services
- Category I – Network and Facilities Management Services
- Category J – ICT Security Management Services
- Category K – ICT Repairs and Maintenance Services
- Category L – Research and Advisory Services

**Key Features and Benefits**
- Contractor of choice for purchase up to $250K.
- Sufficient quotations for purchase up to $2.5M.
- Categories in this CUA cover a broad range of ICT Services to ensure streamlined procurement processes.
- A large range of Contractors to choose from each category to meet agency requirements for ICT services.
Contract Manager

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

ICT Services Team

Email: ictservices@finance.wa.gov.au

Contract Manager:

Linda Tilbrook
Tel: (08) 6551 1457

Address:
Government Procurement
Department of Finance
4th Floor Optima Centre
16 Parkland Road
OSBORNE PARK WA 6017

Postal Address:
Locked Bag 11, Cloisters Square, Perth WA 6850

Supporting Documents

The following contract documents and other relevant information can be accessed directly below:

- Buying Process Map
- eDecision Aid (eDA)
- Quotation Form
- Terms and Conditions (March 2009)
- Head Agreement
- Customer Contract
- Evaluation Report
- Exemption Guidelines
- Easy Guide
HOW DO I USE THIS CONTRACT?

CUA 14008 for the supply of ICT Services is MANDATORY for all Western Australian public authorities in the Perth region. Quotations are needed for purchases on this contract.

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**Step 1** What’s on Offer?

Click here to choose which ICT service category may best meet your needs.

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**Step 2** Who are the Contractors?

Click here to access the e-Decision Aid for a list of the qualified Contractors and to obtain Contractors' contact details. Further information on the e-Decision Aid below.

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**Step 3** How much will it cost?

The hourly rates of the Contractors are available in the e-Decision Aid.

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**Step 4** Buy it!

Refer to the Buying Process Map diagram. Buyers are required to issue a quotation form to the minimum number of qualified Contractors as specified in the buying rules to determine specific pricing. Buyers are encouraged to negotiate competitive rates with Contractors.
**WHAT’S ON OFFER?**

There are 12 categories of ICT services available on this CUA. Click [here](#) to view the service categories in PDF format.

<table>
<thead>
<tr>
<th>Category</th>
<th>Definition</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> Strategic Business &amp; Planning Services</td>
<td>This category caters for the provision of ICT related advisory services for the development of ICT strategic business goals, directions and corporate environment.</td>
<td>Activities under this category could include:</td>
</tr>
<tr>
<td></td>
<td>These services can include research into best practice in the area of ICT Strategic Planning incorporating the analysis, design, workflow development and physical architecture enabling the delivery of business services within an organisation or across a multi-organisational supply chain.</td>
<td>- Strategic Business Planning.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Market Intelligence and Knowledge Planning.</td>
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<td></td>
<td></td>
<td>- Business Development and Marketing.</td>
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<tr>
<td></td>
<td></td>
<td>- Business Process Modelling and Redesign.</td>
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<td></td>
<td></td>
<td>- Application Architecture Planning.</td>
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<tr>
<td></td>
<td></td>
<td>- Technology and Network Planning.</td>
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<tr>
<td></td>
<td></td>
<td>- eBusiness and Web Planning.</td>
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<tr>
<td></td>
<td></td>
<td>- Telecommunications Planning</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Desktop Environment Planning.</td>
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<tr>
<td></td>
<td></td>
<td>- Integration Planning.</td>
</tr>
<tr>
<td><strong>B</strong> Efficiency and Optimisation Services</td>
<td>This category caters for the provision of IT related business output efficiency and optimisation services.</td>
<td>Activities under this category could include:</td>
</tr>
<tr>
<td></td>
<td>These services include the design, development and maintenance of tools, standards, methodologies, environments and protocols with specific objectives to increase the effectiveness of information technology related processes.</td>
<td>- Development and Implementation of:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Methodologies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Policy &amp; Procedures;</td>
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<tr>
<td></td>
<td></td>
<td>- Analysis Tools Planning</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Integration Standards</td>
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<td></td>
<td></td>
<td>- Environment and Desktop Standards.</td>
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<td></td>
<td></td>
<td>- Project Office Standards</td>
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<tr>
<td></td>
<td></td>
<td>- Performance and Evaluation Standards.</td>
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<tr>
<td></td>
<td></td>
<td>- Billing management and review</td>
</tr>
<tr>
<td><strong>C</strong> Risk Management Services</td>
<td>This category caters for the provision of ICT related organisational risk management services.</td>
<td>Activities under this category could include:</td>
</tr>
<tr>
<td></td>
<td>These services include the design and development of risk management strategies and mechanisms.</td>
<td>- Business Change Management.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Business Continuity Planning.</td>
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<tr>
<td></td>
<td></td>
<td>- Transition Management Services.</td>
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<tr>
<td></td>
<td></td>
<td>- Communication Management (People).</td>
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<tr>
<td></td>
<td></td>
<td>- Capacity Planning.</td>
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<td></td>
<td></td>
<td>- Disaster Recovery Planning.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Business Process and Technology Audits.</td>
</tr>
</tbody>
</table>
**D Procurement Management Services**

This category caters for the provision of ICT related procurement management services for aspects of an organisation's contract development and management.

These services include the procurement, transition, integration and delivery of ICT related services.

Activities under this category could include:
- Contract Planning.
- Contract Formation.
- Contract Management.
- Service Arrangement.
- Systems Integration.
- Bureau Service Provision.

**E ICT Project Management Services**

This category caters for the provision of end to end ICT project management services related to an organisation's technological infrastructure.

These services apply to servers, networks, desktop and telephony environments, security, databases and data recovery services. Applied methodologies include PRINCE2, systems development life-cycle approaches, process-based approaches, or other generic frameworks that are appropriate to the given project.

Activities under this category could include:
- Project Feasibility Studies.
- Project Planning and Design.
- Project Implementation.
- Project Performance Monitoring and Controlling.
- Project Closure.
- Project Evaluation and Analysis.

**F Business Solutions Services**

This category caters for ICT related applications encompassing the establishment, implementation, management, maintenance and support.

Applications include:
- Corporate applications, eg ERP, HR, Finances, CRM, Supply Chain Management, Asset/Document/Library Management.
- Core business applications, eg in-house or adapted systems from other jurisdictions.
- Personal productivity systems eg CAD/CAM, integrated data, voice and video services.
- Web-based eBusiness application systems

This category does not include proprietary software maintenance and support, eg patches and licenses.

Activities under this category could include:
- Analysis, design*, development, implementation and navigation of the site or application.
- Tools and content management
- Enhancements
- Usage and monitoring reporting
- Testing
- Training.
<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Activities under this category could include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>G</strong> Server Management Services</td>
<td>This category caters for the management and maintenance of server environments. These services include the management of mainframes, servers, ISP hosting hardware, system management software and operating system software. These services do not include website, application and software hosting.</td>
<td>• Server Installation and Configuration. • Operating Software Installation and Configuration. • System and Environment Testing. • Performance Management and Optimisation. • Capacity and Software Upgrade. • Operations Management. • Asset and Licence Administration. • Service Desk. • Backup and Recovery Management. • Application Service Provision. • Database Management Services.</td>
</tr>
<tr>
<td><strong>H</strong> Desktop Management Services</td>
<td>This category caters for the design and management of desktop environments. These services include the provision of infrastructure services and service level agreements met to the Customer’s satisfaction. These services do not include the procurement of hardware or software such as software patches.</td>
<td>• Desktop Equipment Installation and Configuration • Desktop Software Installation and Configuration • Desktop System and Environment Testing • Desktop Performance Monitoring and Analysis • Desktop Environment Backup, Recovery Management and Upgrade • Desktop Operations Management • Software Licence Administration</td>
</tr>
<tr>
<td><strong>I</strong> Network and Facilities Management Services</td>
<td>This category caters for the management of IT, fixed and mobile network environments. These services include the provision of integrated support services and architectures that facilitate User's access to agency's applications. These services do not include the procurement of network infrastructure hardware or its bundling with services which is covered under CUA NIS 2013 ICT Network Infrastructure Solutions.</td>
<td>• Network Equipment or Software Installation and Configuration • Unit and Network Testing • Network Environment Update • Network Traffic Management • Network Operations Management • Network Asset Administration • Network Performance Management and Optimisation • Facilities Management</td>
</tr>
</tbody>
</table>
### J ICT Security Management Services
This category caters for the operational aspects of information security environments with a focus on implementation, asset risk management and day-to-day moves and changes.

These services do not include security consultancy, advice, auditing, compliance, training, awareness and testing which are covered under CUA 14998 Information Security Management Services.

Activities under this category could include:
- Security Software Installation and Configuration
- Software patching and upgrades management
- Antivirus and Anti-malware Services
- Identity and Access Management
- Firewall and Security Management
- Technical Security Administration
- Security Service Desk
- NOT penetration testing

### K ICT Repairs and Maintenance Services
This category caters for the provision of repairs and maintenance services for ICT related architecture.

These services include servers, network, desktop and/or data centre environments.

These services do not include the procurement of hardware or software such as software patches.

Activities under this category could include:
- Maintenance Agreement Initiation and Administration
- Defective Equipment Repairs
- Maintenance and repairs documentation
- Data centre maintenance
- Hardware maintenance renewals

### L Research and Advisory Services
This category caters for the provision of ICT related research that is conducted into ICT practices, developments, trends and issues on a global and ongoing basis.

These services include the analysis, consulting and strategic advice on ICT practices, developments, trends and issues. The outcomes generated are to be original works and usually covered by Copyright.

Activities under this category could include:
- Web access to ready to read research
- Industry surveys and benchmarking
- Research consultancy service
- Online seminars

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* Please note that under Categories E – ICT Project Management and F - Business Solutions Services, agencies are advised that all web initiatives (i.e. new or re-developments) must comply with the **Website Governance Framework (WGF)** administered by the Department of Finance as set out under the *Public Sector Commissioner’s Circular 2009-02 Website Governance Framework*. Therefore, when selecting Contractors from this CUA for the purpose of website analysis, design, development and implementation, agencies should ensure that the contractors are aware of the requirements and that they comply with the WGF. Suitable contractors are likely to be ISO/IEC40500:2012 qualified. To access the WGF and its components, go to: [http://www.finance.wa.gov.au/cms/Government_Procurement/Website_Governance_Framework/Website_Governance_Framework.aspx](http://www.finance.wa.gov.au/cms/Government_Procurement/Website_Governance_Framework/Website_Governance_Framework.aspx)

If you are unsure of which category best fits your requirement, contact the Contract Manager. Refer to the Appendix 1: Buying Rules for further information and for requirements that are not within the scope of this ICT Services CUA.
WHO ARE THE CONTRACTORS AND HOW MUCH DOES IT COST?

To determine which Contractors are currently qualified to supply services in the categories above, you are required to log in to the electronic Decision Aid (eDA) system. The information accessed through the eDA system is confidential and access is made available to WA Government Employees only. The eDA system also contains the following information:

1. Contractors’ contact details
2. Contractor profiles and examples of experiences
3. Pricing
4. eDA Help Guide

The eDA provides information on all qualified Contractors. You are able to export data from the eDA into Microsoft Excel format for further functionality and analysis.

If you require a logon or forgotten your password please email a request to procurementsystems@finance.wa.gov.au.

Pricing

The e-Decision Aid contains all Contractors’ maximum pricing for each qualified category.

Once you have determined the relevant category and contractor/s for your purchase, issue a quotation form to the minimum number of Contractors outlined in the buying rules. Pricing for your requirements is determined at this quotation stage of the procurement process.

Contractors’ pricing in the quotation must not exceed their approved maximum pricing listed on the e-Decision Aid.

Payment by Purchasing Card

The Government Purchasing Card offers a quick and convenient method of payment allowing many goods and services to be efficiently purchased.

Always remember to inform the Contractor that you will be paying by Government Purchasing Card, at the time of ordering the product or service, and ensure they clearly understand that they must send the tax invoice directly to you, the cardholder.

Additional Charges

- Any additional charges will be agreed between the buyer and the contractor as part of accepting the assignment.
- Any additional charges will be itemised separately in the buyer’s order and on the buyer’s invoice.
- No Contractor on the CUA has the authority to charge an Agency with a credit card processing fee.

Exemption from using this CUA

Finance is responsible for processing and approving all requests from public authorities seeking 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 should be directed to the Director ICT Sourcing 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.

Refer to the Appendix 1: Buying Rules for requirements that are not within the scope of this ICT Services CUA. An exemption is not required in the instances highlighted in the Buying Rules.

Terms and Conditions

The Contractors have agreed to the Department of Finance’s Request Conditions and General Conditions of Contract (March 2009). There are some agreed changes with in regards to insurances for the following Contractors:

- CA (Pacific);
- Dell Australia Pty Ltd; and
- Gartner Australasia Pty Ltd.

Please contact the Contract Manager for copies of the amended insurances for these Contractors.

Intellectual Property Rights

For this CUA, the Intellectual Property Rights in the New Material will be owned by the State unless you agree otherwise in your Order/Customer Contract.

For further information, please contact the Contract Manager.

Complimentary Feedback and Complaints Resolution

Finance aims to continuously improve the services it provides to customers and welcomes feedback on the level of satisfaction experienced under this contract or with the contractor(s) performance. If you are dissatisfied with the goods and/or service 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 Finance’s online Feedback Management System.

The online system provides for both complimentary feedback and complaint resolution considerations.
NEED MORE INFORMATION?

Appendices

- Appendix 1: Buying Rules
- Appendix 2: Buying Process
- Appendix 3: Category Benchmark Prices

Forms and Tools

- Electronic Decision Aid
- Table of Categories
- Risk Assessment Tool
- Quotation Form
- Customer Contract Form
- Head Agreement
- Evaluation Templates
- Easy Guide

Links to CUA information

- Government Contracts Directory ebook

Still need more information?

- Contact the Contract Manager
APPENDIX 1: BUYING RULES

<table>
<thead>
<tr>
<th>Monetary Threshold (inclusive of GST)</th>
<th>Minimum buying rules for ICT Services CUA 14008</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 to $250,000</td>
<td>Request quotation from a minimum of one Contractor demonstrating value for money</td>
</tr>
<tr>
<td>$250,001 to $2.5M</td>
<td>Request sufficient (2 to 5*) written quotations from qualified Contractors#</td>
</tr>
<tr>
<td>$2,500,001 to $10M</td>
<td>Invitation to ALL qualified Contractors#</td>
</tr>
<tr>
<td>$&gt;10M</td>
<td>Invitation to ALL qualified Contractors# AND open tender.</td>
</tr>
</tbody>
</table>

All customer contracts awarded for $50,000 or over MUST be published on Tenders WA. Procurements of above $50,000 also require Department of Finance Government Procurement involvement. For best practices, buyers are advised to contact their Procurement representatives early in the procurement stage. Click here for a list of Finance Procurement Representatives.

All contract award recommendations (evaluation reports) with a total estimated contract value of above $5M require STRC endorsement prior to contract award through Government Procurement.

Procurements with an estimated contract value above $5M must submit a Procurement Plan to STRC for endorsement through Government Procurement.

* “Sufficient quotations” means an adequate number of bids from bona fide sources of supply so as to ensure open and effective competition. To demonstrate competition, the number of Contractors requested should range from two to five.


# “Qualified Contractors” mean Contractors that are qualified to supply the services in the required Category(s). Buyers can view the electronic Decision Aid (eDA) to determine which Contractors are currently qualified to supply services in the required Category(s).
Public Authorities in the Perth Region may be exempted from this CUA in the following scenarios:

1. Purchase of services is related to Hardware or Software acquisition

Where an agency is purchasing hardware or software products and – as part of this purchase – requires product maintenance (including patches), installation, implementation, tailoring or training services then these should all be purchased under the relevant CUA and (where applicable) according to current WA Government Procurement policies and guidelines.

NB: If ICT Services are purchased as a separate item later, then they should be purchased under ICT Services CUA 14008.

<table>
<thead>
<tr>
<th>What do I need?</th>
<th>CUA 14008</th>
</tr>
</thead>
<tbody>
<tr>
<td>I need to obtain and/or renew maintenance and support for proprietary software product/s (i.e. as part of a proprietary software licensing agreement).</td>
<td>No**</td>
</tr>
<tr>
<td>I need to obtain and/or renew maintenance and support for proprietary software licence product/s that are part of a software solution customised by the agency.</td>
<td>No**</td>
</tr>
<tr>
<td>I need services to maintain and support a software solution developed, and owned solely by the agency.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Note: The State Supply Commission’s [Open and Effective Competition](#) policy or relevant CUAs should be used to procure licences and/or maintenance and support for proprietary software (i.e. as part of a proprietary software agreement).

Relevant CUAs may include:

- MS Licenses – Whole of Government CUA 150910;
- Finance Solutions CUA FHPS2012

2. Other Mixed Products and Services

Where an agency is purchasing a mixture of products and services, they should all be purchased under current WA Government Procurement policies and guidelines.

If ICT Services are purchased as a separate item later, then they should be purchased under ICT Services CUA 14008.

3. Purchase of Networking Services

Where an agency is purchasing networking services as part of their technology infrastructure, then the data and/or voice services should be purchased by the agency under the relevant CUA.

The Network Management Services category within ICT Services CUA 14008 enables the procurement of services NOT provided by other CUAs, such as [CUA 56808](#) for Telecommunication Services and the [CUANIS2013](#) ICT Network Infrastructure Solutions.

4. Hosting

Website, application and software hosting are out of scope of this CUA.
5. Recruitment of specific resources

If the Contractor is to be responsible for the ICT service outcome, the Request should be issued through ICT Services CUA 14008. However, if the Contractor is solely responsible for delivering a ‘body with the appropriate skills’, but the Agency remains responsible for the outcomes, then the Request should not usually go through ICT Services CUA 14008.

If the requirement does not fit within ICT Services CUA 14008 then it may fit Temporary Personnel Services CUATPS2014 (Information Technology Category), or should be recruited under current WA Government recruitment policies and guidelines. For further information, click here.

<table>
<thead>
<tr>
<th>What do you need?</th>
<th>ICT Services</th>
<th>Temp Personnel Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>I need to source ICT subject matter expert/s to deliver specific outcomes and deliverables.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I need to source an appropriately skilled person to work in my team because we have a temporary resource gap.</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is your service expectation?</th>
<th>ICT Services</th>
<th>Temp Personnel Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>I expect the Contractor to provide advisory services and be able to independently develop methodologies to meet my specified outcomes.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I expect appropriately skilled person to work against a job description.</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who will carry the risk?</th>
<th>ICT Services</th>
<th>Temp Personnel Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>I require the Contractor to carry the risk of delivering the required outcomes and/or deliverables.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I will manage the work undertaken by this individual in-house.</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How will you pay for the service?</th>
<th>ICT Services</th>
<th>Temp Personnel Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>I will pay the Contractor on a fee-for-service basis and I would like the flexibility of milestone payments.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I will pay an hourly rate to the individual (including a margin to their company)</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

NB: WA Government Agency buyers should be careful to not enter into an employer/employee relationship with a specific Contractor under the procurement processes of the ICT Services CUA. Please contact an Assistant Director in CPS or ICT Sourcing if you have any queries on this matter.

6. Information Security Management Services

For Information Security Management services, use the CUA CS 14998, as this prevails over CUA 14008 ICT Services. Other elements (i.e. those not covered under CUA CS 14998) contained under CUA 14008, Category J will still apply.

There is a specific CUA for Information Security Management Services. This CUA has four categories –
- Consultancy and advisory
- Auditing and compliance
- Training and awareness
- Testing services

All Contractors are qualified and meet ISO 27000 series standards, and are consistent with the Information Security Management policy being developed. To the extent that any service overlap occurs the CUA CS14998 will prevail.
APPENDIX 2: BUYING PROCESS MAP

1. Identify the scope and requirements

2. If contract is over $50,000 – contact the Department of Finance Procurement Representative. Click here for a list of Finance Procurement Representatives.

3. Click here to access e-Decision Aid to browse qualified Contractors under the appropriate category that match your requirements. If you are unsure of which category best fits your requirement, contact the Contract Manager.

4. Complete part A of the ICT Services CUA quotation form and send parts A & B to shortlisted Contractors. For large and complex procurements, you may use the standard Request template (Consult the Contract Manager or a Finance Procurement Representative).

5. Evaluate quotations on value for money e.g. cost, risk, suitability and experience.

6. Complete evaluation report and/or finalise written justification

7. Contact preferred Contractor and agree final scope and terms – finalise the Customer Contract if appropriate*

8. Award contract and notify unsuccessful Contractor/s, then publish contract award details on Tenders WA if contract is over $50,000

*Once quotation forms have been returned, Buyers may select to provide a signed copy of the Customer (Agency) Contract to the Contractor.

# The qualified Contractor’s quoted pricing must not exceed their approved maximum rates for the category under this CUA. Always refer to the e-Decision Aid for the approved rates.
## APPENDIX 3: CATEGORY BENCHMARK PRICES

<table>
<thead>
<tr>
<th>Category</th>
<th>Service</th>
<th>Benchmark (exc. GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Strategic Business and Planning Services</td>
<td>$240</td>
</tr>
<tr>
<td>B</td>
<td>Efficiency and Optimisation Services</td>
<td>$234</td>
</tr>
<tr>
<td>C</td>
<td>Risk Management Services</td>
<td>$263</td>
</tr>
<tr>
<td>D</td>
<td>Procurement Management Services</td>
<td>$256</td>
</tr>
<tr>
<td>E</td>
<td>Project Management Services</td>
<td>$231</td>
</tr>
<tr>
<td>F</td>
<td>Business Solution Services</td>
<td>$203</td>
</tr>
<tr>
<td>G</td>
<td>Server Management Services</td>
<td>$173</td>
</tr>
<tr>
<td>H</td>
<td>Desktop Management Services</td>
<td>$154</td>
</tr>
<tr>
<td>I</td>
<td>Network and Facilities Management Services</td>
<td>$186</td>
</tr>
<tr>
<td>J</td>
<td>ICT Security Management Services</td>
<td>$226</td>
</tr>
<tr>
<td>K</td>
<td>IT Repairs and Maintenance Services</td>
<td>$173</td>
</tr>
<tr>
<td>L</td>
<td>Research and Advisory Services</td>
<td>$171</td>
</tr>
</tbody>
</table>

Effective 1 October 2012

** Buyers should note that under the Terms and Conditions of the ICT Services CUA a Contractor must not exceed their listed maximum hourly rates as quoted for the category.**

### What is a category benchmark price?

A category benchmark price is the median of the mean maximum hourly rate for each qualified Contractor (this applies to each category of ICT Services).

The category benchmark price is to assist buyers in estimating the value of the work proposed under this CUA.

Pricing for the specific scope of work is provided by the Contractor at the quotation stage.

The category benchmark price will change at every Contract Refresh and each opportunity for Price Variation.

Buyers should use the quotation and tender processes to obtain a job specific price.

The Pricing Schedule does not include or represent all the services that a Contractor may offer in a category. Contractors may quote lower hourly rates for specific jobs.