



Customer
Service

Schemes user guide

Suppliers and scheme members

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Introduction

A scheme is a group of suppliers who have demonstrated their capability to meet particular buyer requirements. Being a scheme member means that your company is prequalified to meet a scheme's capabilities. This makes it easier for buyers to select suppliers for quote or tender requests, because they already have an understanding of the level of products and services your business can deliver.

A lot of government procurement is through schemes, and for some goods and services, scheme membership is mandatory to enter into a contract (e.g. ICT services).

This user guide walks you through how to find, apply for and manage your scheme membership.

The schemes module is integrated with the Supplier Hub (a supplier's source of truth for company details, ABN, self-identified and verified business identifiers), so changes made to a supplier's profile will be reflected in the summary page on their scheme applications.

Further information can be found on the buy.nsw website <https://buy.nsw.gov.au/help>.

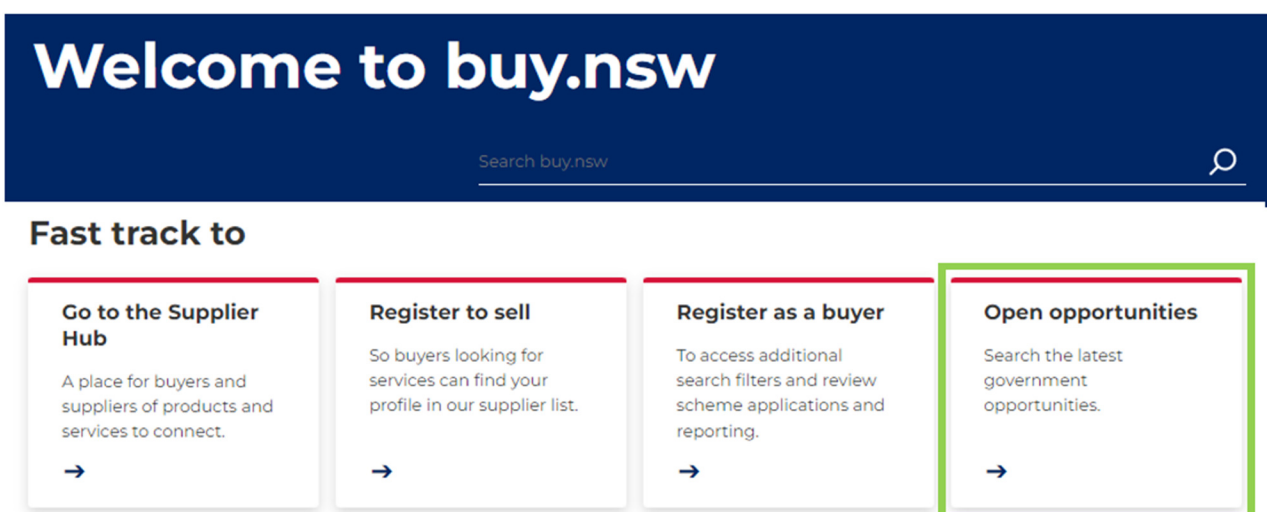
SECTION 1 Accessing schemes

You can access schemes in two ways.

1. If you do not have an existing scheme membership through the buy.nsw Opportunities Hub
2. If you have an existing scheme membership through your Supplier Hub dashboard


1.1 Option 1: Opportunities Hub

Schemes are published as opportunities on the buy.nsw Opportunities Hub, which is accessible from the buy.nsw homepage. You can search under scheme specific opportunities by filtering your search or clicking on the schemes tile as shown on the screen shot below.



Opportunities Hub

The buy.nsw Opportunities Hub is your place to find and respond to current NSW Government opportunities. You can use the category filters to find the best matches for your business.



[Browse all opportunities >](#)

Find opportunities by category

Construction 31 opportunities View all >	Information and technology 20 opportunities View all >	Professional services (excluding consultancies) 8 opportunities View all >	Recruitment services 2 opportunities View all >
--	--	--	---

Find opportunities by type

Tender 107 opportunities View all >	Scheme 23 opportunities View all >	Expression of interest 12 opportunities View all >	Proposed 0 opportunities View all >
---	--	--	---

The screenshot displays a procurement portal interface. On the left, there is a 'Refine search' sidebar with two sections: 'Categories' and 'Opportunity types'. The 'Categories' section lists 20 categories, each with an unchecked checkbox. The 'Opportunity types' section has one option, 'Expression of Interest', which is also unchecked. At the top right, it says 'Displaying 1-10 of 23 results' and 'Last updated' with a dropdown arrow. Below this, a 'Selected filters:' box contains a 'Schemes' filter with an 'x' icon. A 'Clear all filters' link is also present. In the center, there are pagination controls: '← Back', '1', '2', '3', and 'Next →'. Two scheme listings are shown. The first listing is for a 'Prequalification Scheme for Consultants in Construction up to \$9M Consultancy Fee' with a close date of 31-Dec-2025 23:59. It is categorized under 'Construction' and has an RFT ID of SCM1191. The description states it is to procure construction-related consultancy services for engagement fees up to \$9M ex GST. The RFT type is 'Schemes' and the agency is 'NSW Public Works'. A 'See details →' button is highlighted with a pink box. The second listing is for 'Digital Engineering Services' with a close date of 26-Nov-2023 23:59. It is categorized under 'Information and technology' and has an RFT ID of SCM7971. The description states the scheme is a pool of suppliers prequalified to supply digital engineering services for infrastructure projects. The RFT type is 'Schemes' and the agency is 'Transport NSW'. A 'See details →' button is also present.

Click on a scheme's "See details" tab, to read its description, scope and instructions for how to apply.

The schemes details page has all the information you need to understand the requirements for membership, including links to related documentation and templates which will give you a clear indication of evidence required. You will also be able to download scheme specific documents for your reference.

If you wish to apply for a scheme, you will be prompted to log in. If you do not have a buy.nsw Supplier Hub account you will need to sign up.

SCM0020 Prequalification Scheme: ICT Services

5734

Suppliers on this scheme

16-May-2023

Last updated


Managed NSW Department of Customer Service


Type Whole of government

Mandatory

Scheme ID SCM0020

Scheme owner Kellie Adlam
ictservices@customerservice.nsw.gov.au

 **Start date:**
29-Jan-2013 12:00 AM

 **End date:**
28-Feb-2024 11:59 PM

Description

The ICT Services Scheme is mandated for all suppliers who deliver ICT goods and services to the NSW Government.

Scope

NSW Government agencies and other eligible buyers must use suppliers from the ICT Services Scheme (SCM0020) when buying ICT/digital goods and services. This is mandated by NSW Procurement Board Direction PBD 2021-04, and governed by PBD 2020-05.

The SME and Regional Procurement Policy is one exception to the ICT Services Scheme mandate. For engagements up to \$150,000 (ex. GST), NSW Government buyers may buy directly from an SME (regardless of if on the ICT Services Scheme or a mandated ICT contract).

By joining this Scheme, suppliers agree to follow:

- The ICT Commercial Framework for ICT Consulting Services.
- The ICT Purchasing Framework – suppliers must use the Core& and MICTA/ICTA contracts and adhere to the NSW Procurement Board Direction PBD-2021-02 for contractual variations.
- The Scheme Rules – suppliers should carefully read through the Scheme Rules before completing an application.
- Insurance Requirements – suppliers do not need to provide proof of insurances to join the scheme, but rather must agree to have insurances in place before entering into a tender.

Core& Agreement Guidelines January 2020.docx



Core-Agreement-Guidelines-January-2020.docx

[VND.OPENXMLFORMATS-OFFICEDOCUMENT.WORDPROCESSINGMLDOCUMENT, 542 kb]

Instructions

Applicants to the ICT Services Scheme should select one or more of 18 categories of supply, or sub-categories, depending on what their business provides.

[Log in to apply >](#)

1.2 Creating a supplier account

STEP 1: You will be taken to the window shown below if you click on the “Log in to apply” button on the scheme details page.

If registering for the first time, select the “Sign up” tab, select “I am a supplier” which will then prompt you for your name, email address and password. You can also register using this link: <https://buy.nsw.gov.au/login/signup>.

STEP 2: You will be sent an email confirmation to the email address you provided so you can complete the registration.

A NSW Government website

buy.nsw

Log in or sign up

Libraries ▾ Plan ▾ Source ▾ Manage ▾ Find a supplier ▾ Supplier guidance ▾ News Help

[buy.nsw](#) > [Supplier Hub](#) > Log in or sign up

Log in or sign up

Log in Sign up

Create an account

I'm a buyer
You can sign up as a buyer if you're a NSW Government employee or an employee of another eligible organisation.

I'm a supplier
To get started, register your email with us, once verified you will be able to build your supplier profile.

To get started, register your email with us and once verified you will be able to continue your registration. If you don't have an ABN, [see our help section for further information](#).

Your first and last name *

Your email address *

Password * *i*

Password confirmation *

By signing up you confirm your acceptance of the [terms of use](#) *e*.

Create account

What if your ABN is already registered

If you enter an ABN which is already listed on the Supplier Hub, you will have two choices.

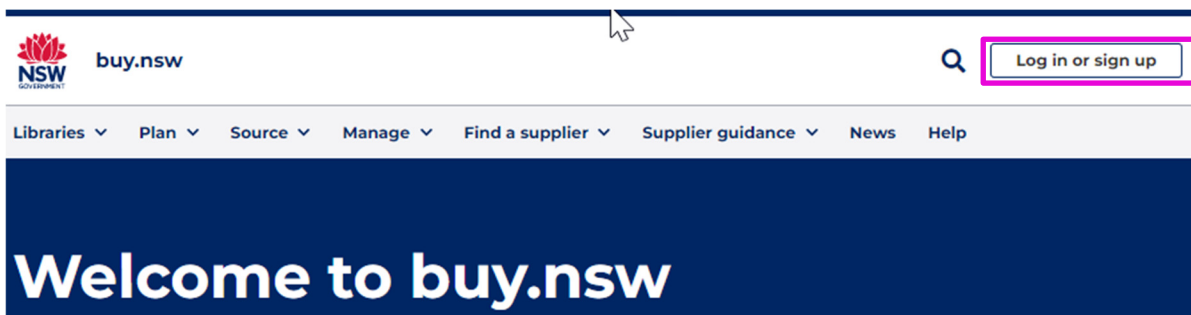
1. Register another business profile under the same ABN
If you have more than one business name registered under your ABN these will appear as a list on the registration page. You can select one of these business names and complete

the registration. Once completed the additional business will appear on the supplier list and is shown as a linked entity.

2. Request to become a team member of the existing profile
If your business name is already listed, you can request to become a team member. A request to be added as a team member is as simple as checking a box which is then submitted to the profile owner.

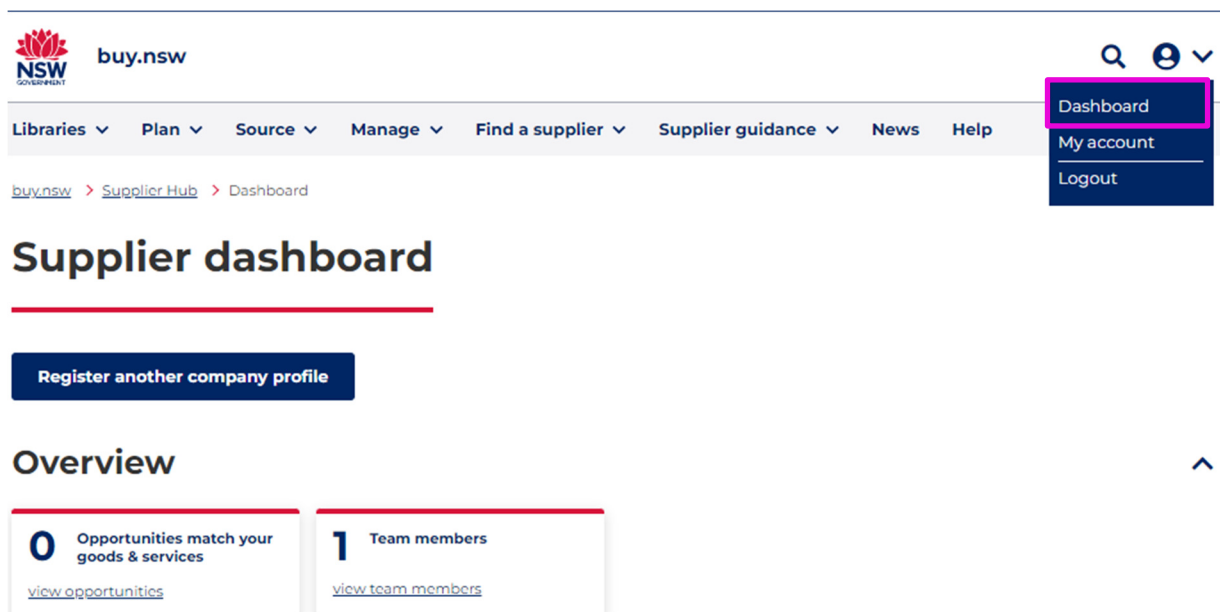
1.3 Option 2: Accessing schemes from Supplier Hub dashboard

If you are an existing scheme member you will need to login into your account to view your membership.



1.4 Your supplier dashboard

This is the main page you'll be directed to after logging in. From here, you can see any opportunities that match your profile, your account details, and links to other applications as well as guidelines. You can return to this dashboard from other pages by selecting it from the drop-down menu in the top-right of the screen.



SECTION 2 Applying for a scheme membership

2.1 Before you start

You should read and understand the scheme conditions and guidelines before submitting an application for membership.

It is important to complete all steps of the application process including answering all mandatory questions. Pay attention to any specific requirements and instructions for each question and always refer to the scheme rules for further clarification.

You will also be prompted to download, fill out and upload files as you move through the application process. The buy.nsw schemes module accepts pdf, word, xls and jpg files. Upload the appropriate file format for the question response.

The navigation bar on the left-hand side of the screen helps you track your progress through the application.

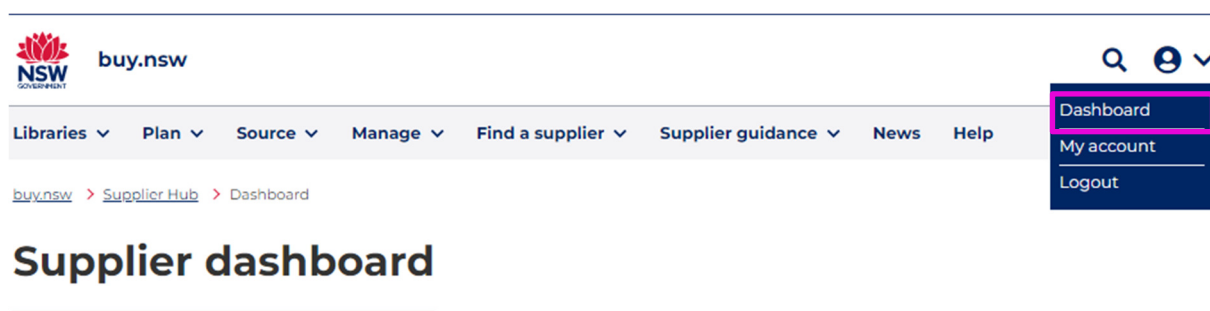
2.2 Starting an application

From the Scheme details page, click 'Start application' or, if you are not logged in, 'Login to apply.'


The first application page has been pre-populated from your Supplier Hub profile.

You will need to check your details and acknowledge that they are correct before proceeding.

NOTE: If you notice that some details are incorrect or out of date you will need to make the changes in your Supplier Hub profile. Simply save your progress and return to your dashboard from the account dropdown at the top of the screen.



Delete this draft

Membership level: Registered supplier 

Application

- To do
Your supplier profile
- To do
Capabilities
- To do
Scheme specific requirements
- To do
Terms and conditions
- To do
Review and submit

Application type

Select an application type *

- Registered supplier list
Registered suppliers are approved to supply low risk contracts valued up to \$150,000.
- Advanced registered supplier list
Advanced suppliers are approved to supply high risk contracts or contracts valued over \$150,000.

Your supplier profile

The following information has been drawn from your Supplier Hub account and will form part of your scheme application. Please review this information. If you wish to change any details, you will need to do so in your Supplier Hub account. You can access your account using the icon on the top right of this page.

Company details

- ABN: 00 111 000 000
- Entity name: EXAMPLE COMPANY PTY LIMITED
- Date established: 11-Apr-2014

Contact details and address

Business contact

- Name: Anne Citizen
- Email address: acitizen@emailaddress.com
- Position in organisation: CEO
- Contact number: 02 9289 0010

Business address

- Business Address
Sydney NSW 2000
AU

Company type and size

- Number of employees: More than 200 employees
- Number of employees in NSW: 50-99
- Number of employees in Australia: 100-199

Business structure

- Company

Business identifiers

- Disability employment organisation

Company description

I acknowledge that the details above are current and accurate *

< Back

✕ Cancel

Save

Next >

2.3 Capabilities

Once you have confirmed all your supplier information you will need to select the capabilities for which you are applying. For some schemes there are questions attached to specific capabilities. Select the capabilities and if required answer the associated question or complete the requested template. If you need to collate your response or collaborate with other team members don't forget to save your progress so you don't lose any work you have already completed.

Application

- Done
Your supplier profile
- To do
Capabilities
- To do
Scheme specific requirements
- To do
Terms and conditions
- To do
Review and submit

Capabilities

Select the capabilities you wish to apply for. For those that you select, you will need to demonstrate your qualification or substantial expertise to be accepted for that particular capability.

When providing your response it should address that specific capability and provide evidence to support your competency at the required level.

[Collapse all ^](#) [Open all v](#)

A - Architecture and Design ^


A01 Enterprise & Business Architecture

Analysis of business structure and processes, development of technology roadmaps to support business and ICT strategies. Development and dissemination of ICT standards taking into account impact on legacy technologies and facilitating adoption of future trends. Includes modelling, development and adoption of frameworks as well as definition of current, transitional and future state architectures

Is this one of your capabilities?

Question 1: *

Using the attached template outline your organisation's capability and capacity. Include your company name in the filename prior to uploading.


 **Capacity and capability.docx**
Capacity-and-capability.docx

Upload document(s)

Drag and drop a file here OR [Select a file](#)

Question 2: *

Using the attached template outline your organisation's relevant experience. Include your company name in the filename prior to uploading.

 **Relevant experience template.docx**
Relevant-experience-template.docx

2.4 Scheme specific requirements

This section contains questions particular to the scheme. Examples include company experience, insurances or a requirement to demonstrate professional association membership.

At this time you will also need to provide key contact information for the scheme application or membership. This can be the person completing the application, the business contact for your Supplier Hub profile or someone else within your business.

The business contact (as noted on the Supplier Hub registration) is the individual who will receive any communications around scheme opportunities or requests for tender.

The business contact on the Supplier Hub profile is shown on the first page of each scheme application.

Application

- Done
Your supplier profile
- Done
Capabilities
- Done
Scheme specific requirements
- To do
Terms and conditions
- To do
Review and submit

Scheme specific requirements

Scheme specific questions are not capabilities and are general requirements specific to this scheme. They are mandatory for completion.

We accept .pdf, .doc, .docx, .jpg, .png, .xlsx, .xls and .csv file uploads. Maximum file upload size is 50mb.

Key contact

Please provide the details of key business contacts for enquiries regarding this application in the following format:

- Name
- Position
- Phone
- Email
- Office address

E.X. Ample
Scheme contents expert
0200 000 000
acitizen@company.com
1 George Street
NSW 2000

Scheme membership

Have you ever had a contract or a scheme membership terminated for cause by an agency, including poor performance or due to investigations for wrongful behaviour?

Yes

No

Please refer to the section on amending an existing scheme membership for details on how to update insurance documents to an existing scheme membership.

2.5 Scheme terms and conditions

The final section before completing your application is for you to review and agree to the scheme terms and conditions. You can download copies of all scheme terms and conditions for your records.

Please note you will not be able to submit your scheme membership application until you agree to the terms and conditions.

Application

- Done
Your supplier profile
- Done
Capabilities
- Done
Scheme specific requirements
- Done
Terms and conditions
- Done
Review and submit

Terms and conditions

To become a scheme member you must agree to the following terms and conditions. Please review the documents and confirm your agreement by selecting the checkbox. Your application will not be progressed without completing this step.

ICTSS_terms and conditions.docx
ICTSS_terms-and-conditions.docx
(VND.OPENXMLFORMATS-OFFICEDOCUMENT.WORDPROCESSINGMLDOCUMENT, 91 kb)

Agree to the above terms and conditions *

ICT Consulting Standard Framework_MSP.pdf
ICT-Consulting-Standard-Framework_MSP.pdf
(PDF, 443 kb)

Agree to the above terms and conditions *

agenda demo.PNG
agenda-demo.PNG
(PNG, 35 kb)

Agree to the above terms and conditions *

Agree to all

< Back

X Cancel

Save

Next >

2.6 Navigating your draft scheme application

Applications for scheme membership can be lodged by anyone from a registered business, who is listed as a team member under the company details. One team member can start an application, and another amend the draft before lodging it. However, only one member at a time can access the application.

At the end of each page are the following buttons:

< Back

X Cancel

Save

Next >

Back: will return to the previous page.

Cancel: will return to your schemes dashboard without saving your work.

Save: saves your progress. The system also auto saves every 10 minutes so that you don't lose your work.

Next: this moves you to the next page. You don't need to have completed each page in order, you can move forward and fill out your application in whatever order you prefer. The module will alert you to areas still needing information before you can submit.

2.7 Accessing saved draft scheme applications

On your schemes dashboard, you can view any applications you've made and their status (e.g. draft, submitted, rejected). Click on the scheme's row to access your saved draft.

My applications

Select the application to track progress, continue your draft or resubmit a rejected application.

ID	Title	Application created	Status	
SCM0653	Pre-qualification Scheme: Motor Vehicles	12-Apr-2023	Draft	>
SCM5841	Remote Sensing Services and Equipment Prequalification Scheme	11-Apr-2023	Submitted	>
SCM100022	Construction	11-Apr-2023	Draft	>

NOTE: You can edit a scheme in draft but once submitted, you can no longer make changes. If your application is rejected, you will have the opportunity to amend it for resubmission, or to delete it.

2.8 Submitting a scheme application

Once you've completed all pages on your application and uploaded any required documents, you can select 'Submit for approval.'

You will receive a confirmation email and receipt number once your application has been submitted for approval.

If you have not fully completed your application, you will be alerted to questions or pages still outstanding.

NOTE: Once submitted, you cannot make changes to your application.

Application

- Done Your supplier profile
- Done Capabilities
- Done Scheme specific requirements
- Done Terms and conditions
- Done **Review and submit**

Review and submit

Please review your application prior to submission. Please note once you have submitted your application you will be unable to make any changes.

Upon submission you will receive a confirmation email and your application will be forwarded to the scheme manager for review. They may contact you if they have any questions. To check progress of your application please view your schemes dashboard.

✔ Congratulations you have completed your scheme application and it is now ready to submit. Once submitted it will be sent to the scheme owner for review and approval. If you have any questions about your application please contact the scheme owner at buyerfedlogin@customerservice.nsw.gov.au.

Please note: You cannot make any changes once you have submitted your application.

Section	Info	Status	
Your supplier profile	Using the most recent version of your supplier profile	✔ Ready to submit	>
Capabilities	Applied for 1 capability	✔ Ready to submit	>
Scheme specific requirements	Scheme requirements filled out	✔ Ready to submit	>
Terms and conditions		✔ Ready to submit	>

< Back ✕ Cancel 💾 Save ✔ Submit for approval

2.9 Application review process

Each scheme has a different application review process. You may be contacted for additional information during this process. The scheme team will contact the person you listed on your application under key contact details.

2.10 Accessing submitted scheme applications

You can open your submitted application from your schemes dashboard. You cannot make any changes to a submitted application but can withdraw the application prior to the scheme team commencing their review.

If the scheme team has commenced their review you can access your receipt number and view the time and date of your submission. Details of the scheme owner are also available on this page, should you need to contact them.

SCM0020 Prequalification Scheme: ICT Services

Membership

- Application details
- History

My application

In review

i Your application is currently under review

You are unable to make any changes/updates to your application until the review process is complete.

Receipt number: 10016

Submitted: 5:14pm 3-Feb-2023

Scheme details

Managed	Test Agency - 1
Type	Whole of government Mandatory
Scheme ID	SCM0020
Scheme owner	Sample buyer sample.buyer@test.com

Start date:
30-Jan-2023 9:02 PM

Start intake date:
30-Jan-2023 3:03 PM

SECTION 3 Rejected application

3.1 Notification of rejection


If your application is rejected you will receive an email with clear information on why it has been rejected. You will be able to review your application from your schemes dashboard and re-submit it with additional information as required. Alternatively, if you choose not to re-submit you can delete your application from your schemes dashboard.


Membership

Application details

History

My application

 Your application has been rejected

 Amend application

 Delete application

Receipt number: 10021

Submitted: 5:02pm 8-Feb-2023

Scheme details

Managed NSW Government Telecommunications Authority

Type Whole of government

Mandatory

Scheme ID SCM100003

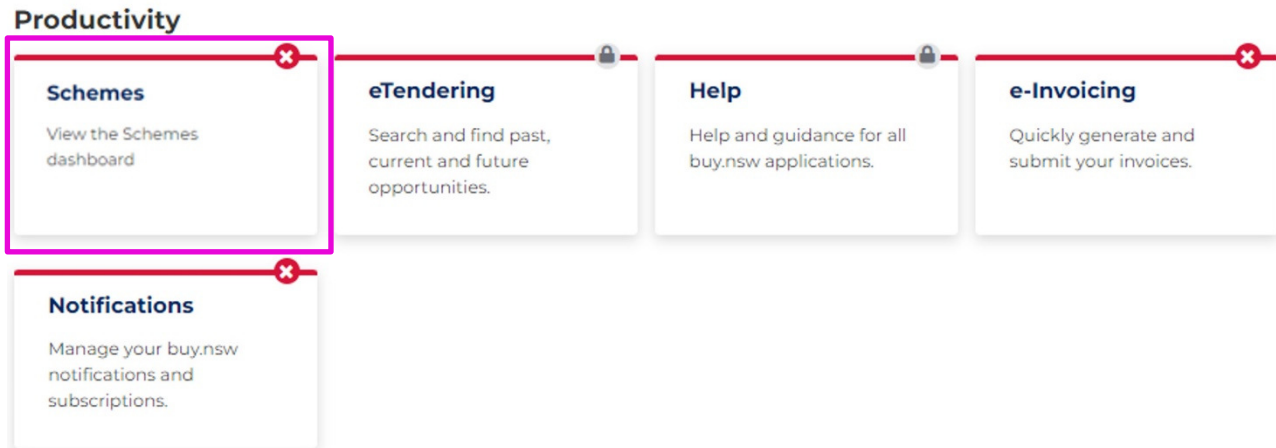
Scheme owner Scheme Owner
Scheme.owner@customerservice.nsw.au

 Start date:
01-Feb-2023 9:04 AM

SECTION 4 Managing your scheme memberships

4.1 Accessing schemes dashboard

You can access the schemes dashboard from your supplier dashboard by scrolling down to the 'Productivity' section:



After selecting Schemes from your dashboard, you will be able to see your own scheme memberships, any applications that you have submitted, and beneath that a list of all published schemes.

4.2 Alerts on your scheme dashboard

Your scheme membership list has an alert column which flags when an action is required.

ID	Title	Approval date	Status	Alert
SCM4466	General construction works up to \$1 million	01-Jun-2022	Active	
SCM4466	General construction works up to \$1 million	01-Jun-2022	Active	

4.3 View current scheme memberships

Selecting your scheme membership will bring you to the membership detail page that provides an overview of your membership and the scheme owner's contact details should you need them.

SCM100022 Construction

Membership details

Manage membership


History

Department of Finance, Services and Innovation

Approved **Membership level:** Construction projects under 1M

 **Update membership**

Scheme details

Managed	NSW Government Telecommunications Authority
Type	Whole of government Mandatory
Scheme ID	SCM100022
Scheme owner	Scheme owner Scheme.owner@not.a.real.email
 Start date:	 End date:
03-Mar-2023 10:30 AM	03-Mar-2026 12:00 AM

Capabilities

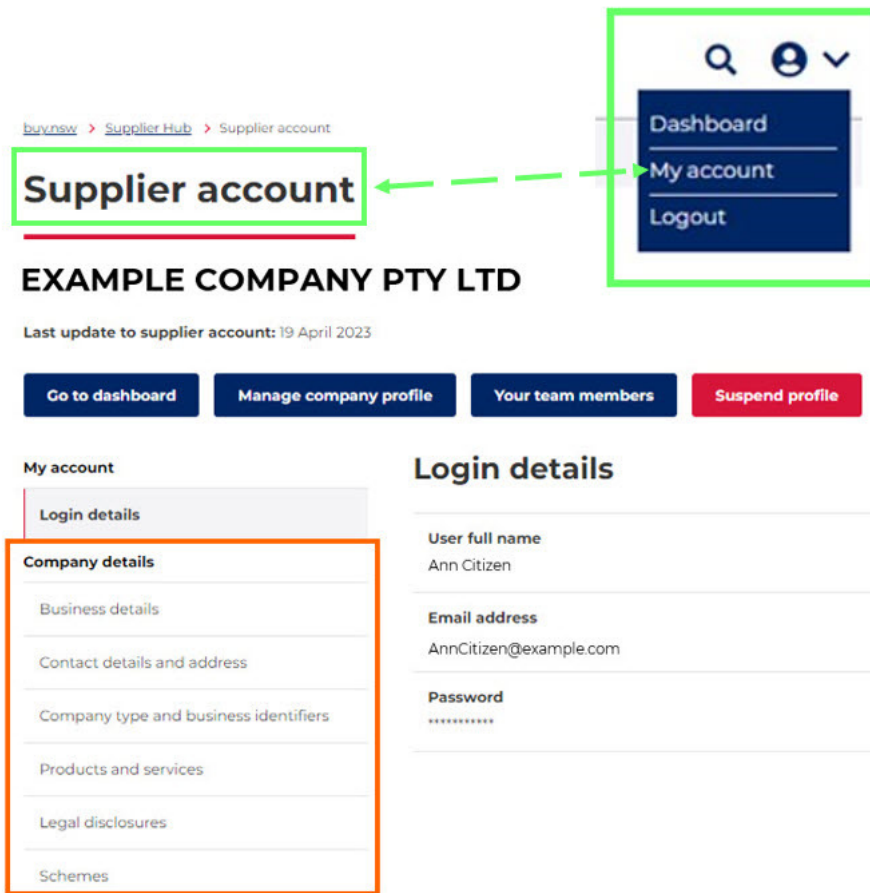
Currently approved for 1/6 capabilities.

A. Residential 
A01. Townhouses

4.4 Amending existing membership details

4.4.1 Changes to your company details:

These changes need to be made in your Supplier Hub account (the source of truth for all applications under buy.nsw). Select 'My account' on the drop-down list in the top-right of your screen. All details updated on your overall supplier account page, will then flow through to your scheme membership.



4.4.2 Adding and removing capabilities:

You can apply for additional scheme capabilities or remove a capability from your membership. To make changes, you need to select the membership from your scheme dashboard and select 'Update membership.' You may need to upload additional information as evidence for more capabilities. Once you make your changes, you will be prompted to review and submit the amended application for appraisal.

A record of all changes made to your scheme membership will be recorded on your scheme details page.

SCM0020 Prequalification Scheme: ICT Services

The screenshot shows a web interface for the SCM0020 Prequalification Scheme: ICT Services. On the left, there is a sidebar with three menu items: 'Membership details' (highlighted with a pink border), 'Manage membership', and 'History'. The main content area is titled 'EXAMPLE COMPANY PTY LIMITED' and includes a green 'Approved' badge and a blue 'Membership level: Advanced suppliers' badge. Below these is a blue button with a pencil icon labeled 'Continue membership update'. The 'Scheme details' section contains a table with the following information:

Managed	NSW Department of Customer Service
Type	Whole of government Mandatory
Scheme ID	SCM0020
Scheme owner	Kellie Adlam ictservices@customerservice.nsw.gov.au

Below the table, there are two date fields: 'Start date: 29-Jan-2013 12:00 AM' and 'End date: 28-Feb-2024 11:59 PM'. The 'Capabilities' section states 'Currently approved for 7/57 capabilities.' and lists two categories: 'D - End user computing' and 'G - Other ICT services', each with a downward arrow.

4.4.3 Updating supporting documents:

You can update insurance documents or upload additional supporting documents by updating your scheme membership. Click through each page of the scheme details and follow the prompts for the required document uploads.

Once you are satisfied with your amendments, navigate to the final page to submit the changes for review by the scheme manager.

A record of all changes made to your scheme membership will be recorded on your scheme details page.

4.4.4 Updating your ABN:

Your ABN may change because of a sale, takeover, change in business type (e.g. sole trader to pty ltd) etc. You may also register a new ABN for a new organisation structure.

In all circumstances a new ABN requires a new Supplier Hub registration and a new scheme membership application.

If still operating the business under the old (or existing) ABN, it will remain visible on the supplier and scheme membership lists. If not operating, it will automatically be suspended.

4.5 Withdrawing or deleting a scheme membership application

You can delete a draft scheme membership application prior to submitting it for approval. To do this select delete draft from the top of the first page of the application form.

You can also withdraw a submitted application either before the review has commenced or (if you are rejected) once the review process has been completed. In either case you will be prompted to confirm your deletion.

4.6 Suspending and withdrawing from an existing scheme membership

You can temporarily suspend (pause) your membership for up to 3 months before it automatically reactivates, or you can choose to permanently suspend your membership.

If you permanently suspend your membership and wish to re-join the scheme, you will need to re-apply for membership.

Membership

Membership details

Manage membership

History

Manage membership

You are currently an active member of this scheme.

Pause membership

Your membership will be suspended for **3** months. Membership will automatically be reactivated at the end of this period.

Permanently suspend

Your membership will be permanently deactivated. You will still be able to become a member of the scheme but will have to reapply to join.

4.7 Suspension by scheme owner

There are two types of supplier suspensions in the buy.nsw schemes module.

1. Non-compliance suspensions. These are temporary in nature. A supplier can be suspended for breaching schemes rules or unsatisfactory performance.
2. Poor conduct suspensions. These include prosecution for work health and safety breaches, corrupt conduct, breaches of the Corporations Act, company insolvency or substantiated poor contract performance. Poor conduct suspensions are permanent and result in suspension across the buy.nsw ecosystem including any other scheme memberships.

If you are suspended for non-compliance you will receive a notification and instructions on how to remedy the situation. The suspension will be shown on your scheme dashboard, you will be removed from the scheme supplier list, and it will no longer appear on your supplier profile. Once

remedied the scheme owner can reinstate your membership, you will be included in the scheme supplier list, and it will be visible on your supplier profile.

For poor conduct suspensions you will be permanently removed from the scheme and unable to reapply. Your Supplier Hub membership will also be suspended, and all scheme owners will be notified of the suspension.

My memberships

The table below shows all current scheme memberships.

All 

ID	Title	Approval date	Status	Alert
SCM4466	General construction works up to \$1 million	01-Jun-2022	Active	
SCM4466	General construction works up to \$1 million	01-Jun-2022	Active	 
SCM4466	General construction works up to \$1 million	01-Jun-2022	Suspended	 

Membership

Membership details

History

My application

Suspended



You have been suspended from this scheme

Explanatory text telling them what their options might be.

Suspension note

The detailed reason for the suspension taken from the notes provided by scheme manager or scheme owner in the suspension process.

Suspended by Anne Citizen

Date and time: 01:00 PM 13-Aug-2022

Receipt number: 123309963BQR

Contact

4.8 Scheme membership history tab

Your history tab provides a snapshot of all your engagement with the schemes module. This includes application submissions, membership amendment, membership pauses and suspensions. For actions you will see the date it occurred, who undertook the action and where available, a link through to further details.

SCM5841 Remote Sensing Services and Equipment Prequalification Scheme

Membership details	<h2>History</h2> <p>A detailed list of amendments made to this scheme membership.</p>
Manage membership	
History	
	19-Apr-2023 amended
	19-Apr-2023 approved

SECTION 5 Help and support

For help and support contact the scheme owner in the first instance. Their contact details are included on the scheme details page, accessible via the Opportunities Hub or your own schemes dashboard.

SCM0020 Prequalification Scheme: ICT Services

5734 Suppliers on this scheme	16-May-2023 Last updated
Managed	NSW Department of Customer Service
Type	Whole of government Mandatory
Scheme ID	SCM0020
Scheme owner	Kellie Adlam ictservices@customerservice.nsw.gov.au

If you require additional help and support you can also contact the customer care team:
Email: buy.nsw@customerservice.nsw.gov.au
Phone: 1800 679 289