

Introduction to ERP Category Q

The ICT Services Scheme provides a mechanism for suppliers to be pre-qualified for delivery of a range of ICT services to NSW Government.

Last year the NSW Government and Industry collaborated to **co-design** a new category for suppliers to provide enterprise resource planning (ERP) services to Government agencies.

As a result, **Category Q** was released in July 2014 specifically for **ERP and related corporate and shared services**.

About ERP Category Q

Category Q is a one stop shop for ERP as a Service. It provides services, products and solutions to assist agencies who are looking to secure best value for money solutions and become strategically orienteered towards ERP as a Service.

Category Q is designed as a conduit between agency buyers and industry suppliers to support adaptive sourcing and the transition to post-modern ERP.

Detailed below are the Category Q sub-categories released to date.

Q01: Professional Services

This sub-category is open to all suppliers and includes the provision of services such as strategic analysis and planning, business process management, transition and transformation, modelling, testing and data migration and conversion (ETL).

Q01PTa: Services aligned to the NSW Standard Government Business Processes

This sub-category includes suppliers who have one or more staff accredited to access the NSW Government Business Process Standards. These suppliers are then equipped to incorporate the NSW Government Standard Business Processes into the design and delivery of their products and services to Government.

Q02PTr: Human Capital Management (HCM) and eRecruitment

This sub-category includes Offer Endorsed Suppliers of full suite HCM and / or stand-alone eRecruitment products that were selected through the market engagement process conducted by the Public Service Commission.

Q02PTi: HCM or eRecruitment Implementation Partners

This sub-category includes suppliers who are approved implementation partners for products qualified on sub-category Q02PTr.

Q03PTa: Government Data Centres (GovDC) Software as a Service (SaaS)

This sub-category includes all ERP related software in the Government Marketplace that uses an 'as a service' delivery model supplied by Offer Endorsed Suppliers.

Q04PTa: GovDC Platform as a Service (PaaS)

This sub-category includes the provision of platform and utility services for ERP in the Government Marketplace supporting production environments supplied by Offer Endorsed Suppliers. Non-production environments, such as Dev and Test, can be hosted in GovDC or off-site through the Cloud Connect facility.

Q05PTr: Expense Management Systems (EMS) including Purchasing Cards (PCards)

This sub-category includes the provision of solutions for EMS supporting transactions for PCards by Offer Endorsed Suppliers.

Procurement Technical Standards (PTS)

The ICT Services Scheme supports the Procurement and Technical Standards (PTS).

The Category Q sub-categories **incorporate new rules** that include the use of PTS. The PTS mechanism and rules (e.g. PTx) are applied when suppliers need to meet a specified level of expertise and/or competency.

Suppliers need to satisfy classified offering requirements as part of the criteria for on-boarding onto the Category Q sub-categories and have standing as an 'Offer Endorsed Supplier'.

The PT(x) mechanisms used to date include:

- **PTr**, where 'r' denotes a **restricted** sub-category
- **PTa**, where 'a' denotes pre-requisite **accreditation** requirements
- **PTi**, where 'i' denotes approved **implementation** partner.

More information on PTS can be found at

<http://www.procurepoint.nsw.gov.au/before-you-buy/prequalification-schemes-0/ict-services/procurement-technical-standard-offering-types>

Future Releases

A number of additional Category Q sub-categories will be released incrementally in the future. These sub-categories will be demand driven and designed to group specific products and services enabling buyers to identify suitable suppliers and suppliers to showcase specific areas of expertise.

Benefits of Category Q

The implementation of Category Q aids both buyers and suppliers further by assigning all ERP related products and services to defined sub-categories.

The introduction of Category Q:

- ✓ Makes it easier for buyers to shortlist suppliers who have the specific ERP skills, products and services they require
- ✓ Reduces current ambiguity and duplication of ERP products and services scattered through multiple categories
- ✓ Provides services to multiple agencies reducing the cost of ERP implementations
- ✓ Allows suppliers to provide new and innovative products and services
- ✓ Provides a blue-print / select list of suppliers who meet an expected level of capability and competency
- ✓ Provides a mechanism for short form market engagement rather than the lengthy full tender process.
- ✓ Allows buyers to select from supplier product descriptions on the Catalogue as a result of the PT(x) mechanism.

Buying and Selling from Category Q

Category Q and the ICT Services Catalogue provides one place:

- Where **agencies can easily acquire the services**, products and solutions that are required to achieve and continually enhance the delivery of ERP as a Service in their organisations
- Where **suppliers can offer their services**, products and solutions to assist agencies in their delivery of ERP as a Service.

Agencies can search the Catalogue for ERP related products and services using filters across technical and quality frameworks, and data centre and service delivery options including:

- **Specific sub-categories** - Q01 to Q05
- **Technical / Quality Framework filter** including:
 - NSW Govt – Standard Business Process Accredited
 - NSW Govt endorsed product – HCM
 - NSW Govt endorsed product – eRecruitment
 - NSW Govt endorsed product – HCM and eRecruitment
 - NSW Govt – Approved Partner – HCM
 - NSW Govt – Approved Partner – HCM and eRecruit
 - NSW Govt – Approved Partner - eRecruitment
 - **Data Centre Option filter** including GovDC
 - **Service Delivery Options filter** including ERP as a Service.

Agencies can compare suppliers by viewing details and attachments, including a Price Guide, and buy on a 'as a service' basis.

Suppliers can offer their particular ERP products and services on the Catalogue through specific templates and attachments that cover:

- **Company Product Sheet** – describing the offering
- **SaaS offering technical overview** - for Q03PTr
- **PaaS offering technical overview** - for Q04PTr
- **Price Guide** – is only visible to agency buyers once logged in
- **References** – are only visible to agency buyers once logged in.