

Contingent Workforce [1]

Scheme overview

Scheme number: SCM0007

Scheme date: 24 January 2013 to 28 February 2028

This scheme is: Whole of government

Use of this scheme is: Mandated

Scheme managed by

NSW Procurement.

About the scheme

General information

This scheme covers the contingent workforce needs of NSW Government. Under Procurement Board Direction 2012-02 [2] this scheme is mandatory.

The Contingent Workforce Scheme:

- has the advantage of not 'locking-up' a market, with new suppliers being able to register at any time. This provides government buyers with immediate access to panels of expert suppliers
- allows flexible arrangements including provision for adding new categories (buyers) and role types (suppliers)
- reduces the professional indemnity and public liability insurance requirements of suppliers from \$20 million to \$5 million, other than transport where specific insurances apply.

The scheme makes it easier for all suppliers to do business with government buyers, including improving access by small to medium enterprises (SMEs) to government goods and services procurement and assisting in reducing red tape.

The scheme encourages small and medium businesses to apply by allowing application by category and by region.

Key benefits

Benefits for suppliers

- able to join the scheme at any time through a self-service, online application process
- able to apply for business opportunities by regions and categories and apply for additional categories if not all categories are awarded to them
- no longer be required to collect and reimburse the management fee.

Benefits for buyers

- access to a greater choice of suppliers including regional and small and medium sized enterprises
- able to better leverage the available talent pool
- access a supplier performance management framework which includes satisfaction reviews, invoicing accuracy, response times and system data collection requirements.

Tools, templates and resources

View a short video about the Contingent Workforce Scheme.

View the transcription of the above video [3] (DOC,56.5KB)

View the scheme's NSW Government Expenditure Report [4] on the Data NSW website.

View the Minister's media release [5]

Information for buyers

How to buy from this scheme

View the Contingent workforce management guidelines [6] (PDF, 215KB)

Requirements for buyers

- View the job categories and roles in the Annexure 6 of the scheme rules [7] (PDF,255KB)
- View the small and medium enterprises policy framework [8]

Prequalified suppliers/participants/members

Performance evaluation

Tools, templates and resources

View the customer order form and rate calculator [13](XLSX,61KB)

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Cluster Name	Former Name	Email	Phone
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Cluster Name	Former Name	Email	Phone
Education	Education	education.contractorcentral@det.nsw.edu.au [14]	1300 205 545
Education	TAFE	TAFECentral@tafensw.edu.au [15]	1300 430 838
Stronger Communities	Family and Community Services	contingentlabour.central@fac.nsw.gov.au [16]	1800 695 135
Stronger Communities	Justice	contractorcentral@justice.nsw.gov.au [17]	02 8651 1869
Customer Service	Finance, Services and Innovation	dfs.contractorcentral@finance.nsw.gov.au [18]	1800 875 100
Health	Health	nswhealth@comensuracom.au [19]	1800 501 710 02 8651 1888
Planning, Industry and Environment	Planning and Environment	contractorcentral@environment.nsw.gov.au [20]	1800 902 568
Planning, Industry and Environment	Industry	industry.contractorcentral@industry.nsw.gov.au [21]	02 6363 7978
Planning, Industry and Environment	Sydney Water	ContractorCentral@kellyocg.com [23]	02 8849 4659
ACT Government	ACT Government	contractorcentral@act.gov.au [24]	02 8651 1949
Treasury	Icare	contractorcentral@icare.nsw.gov.au [25]	02 8651 1965
Premier & Cabinet	Premier & Cabinet	contractorcentral@dpc.nsw.gov.au [26]	02 9246 6708

FAQs for buyers

FAQs - general information for buyers

1. What are the benefits of this scheme for my agency?

Agencies have access to a greater choice of suppliers including regional, niche, small and medium sized enterprises. Under the scheme rules, suppliers agree to participate in a performance management process. This reports back to agencies on specific key performance indicators including satisfaction reviews, invoicing accuracy, response times, and reporting requirements.

The scheme delivers more flexible arrangements, including the ability to add new categories and role types during the life of the scheme.

Minimum and maximum levels have been set for supplier fees.

2. What are the key features of this scheme?

Supplier fees have been benchmarked and agreed to by the way of fixed percentage of pay

rate. Agencies have continual access to new expert resources as suppliers are able to register at any time through an easy online process. Agencies can select suppliers by region and by category to better access available talent.

3. Does my agency have to use the scheme?

The scheme is a whole-of-government arrangement for engaging contingent staff. Agencies are obliged to use such arrangements where they exist.

4. What if I have a current order with a contract 100 supplier and that supplier is not on the scheme?

Pre-existing customer contracts will continue under the terms and conditions of contract 100 until their finish date. Contract 100 expired on 19 April 2013. Where an existing order expires before 19 April and the supplier is not on the scheme, an order with that supplier should only be made to 19 April 2013.

The scheme commenced 5 March 2013. Contract 100 suppliers when awarded the scheme cannot provide services under contract 100. Suppliers receive an official letter of confirmation advising the categories and region awarded. Details of scheme suppliers are updated daily.

Agencies do need to check the regions that suppliers say they can service. This includes Sydney as not all suppliers have elected to supply to this region.

From 5 March 2013, to engage staff under the scheme, agencies need to establish a new customer contract with a registered supplier using the customer order form and rate calculator [13](XLSX,61KB) set out in the scheme terms and conditions. This document forms the customer contract between an agency and supplier.

5. If I need to extend the contract of one of my contracted staff, what is the process?

Contract 100 expired on 19 April 2013. The changeover arrangements for the new scheme provide that customer contracts made under contract 100 will be honoured until the expiry of that order.

The supplier fee for any assignment over 12 months reduces to 5.14% of contractor pay rate regardless of which prior contract/arrangement the worker was placed under. The reduced fee applies even if the first anniversary falls within the period of an existing customer order.

6. Are the same suppliers that were on the contract 100 now on the new scheme?

There is no restriction on current contract 100 suppliers applying to participate in the scheme. When a contract 100 supplier is approved under the scheme they are not able to provide new assignments or extensions of existing contractors, as contract 100 expires with scheme award.

Contract 100 provides that the NSW Government can make alternative and/or additional arrangements to contract conditions and that suppliers may not object because there is no assurance of orders. Accordingly, even if the prices that can be charged under the scheme are different to those under contract 100, there is no practical disadvantage to any supplier in applying to join the scheme before the expiry of contract 100.

7. What if the supplier I want to use is not on the scheme?

To ensure customers can continue to comply with the NSW Government Procurement Board Direction 2012-02 [27], they should encourage their preferred suppliers to submit their applications for the Contingent Workforce Scheme. This can be actioned online by suppliers at www.tenders.nsw.gov.au [28].

8. Can I use a supplier who may have been on contract 100 but is not listed as a supplier to the scheme?

Existing customer contracts will be honoured but if the contractor needs to be extended and the contract 100 supplier is not on the scheme, the extension cannot happen with that

supplier.

9. How do I engage staff under the scheme?

Agencies can invite and assess supplier proposals using the eQuote tool or by contacting their preferred suppliers directly. eQuote [29] is a NSW Government agency pathway to find registered suppliers on the scheme. It can be used to obtain a quotation and raise a purchase order. eQuote training [30] documents are available on the ProcurePoint website to assist buyers.

Agencies should use the customer order form and rate calculator [13] (XLSX,61KB) for all engagements.

10. Where do I locate an updated supplier listing?

A number of suppliers have been awarded the scheme. Throughout the life of the scheme, new assessments will continue to be completed. As suppliers are able to register at any time, the details of approved suppliers are continually being updated. Information about the approved suppliers is available on this page.

11. Do management fees apply to the scheme?

No. Management fees do not apply under the scheme. However, all customer orders under contract 100 will continue to attract a management fee, as long as the customer order stands.

12. What is the duration of the scheme?

The scheme term is 5 March 2013 to 28 February 2028.

13. What job categories are covered under the scheme?

Information about the job categories and descriptions is available in the annexure 6 of the scheme rules [7].(PDF,255KB) The categories for transport and education and disability care workers (other) are also available under the scheme. Please note at this stage front-line staff (eg teachers, nurses etc) are excluded from the scheme.

There is flexibility within the scheme to expand and/or remove the categories and role types as required. Agencies are encouraged to advise NSW Procurement of any new job categories required.

14. Does the scheme have provisions for suspension or removal?

Performance will be managed via key performance indicators which are listed in the scheme rules for suppliers. Significant focus will be on the delivery of the reporting requirements and client satisfaction. Agencies are encouraged to resolve issues directly with suppliers. However where these can't be resolved, they can escalate the issue to NSW Procurement for action.

Agencies can also submit a supplier performance report [11](DOC,714KB) for each engagement where the performance of and/or services provided by the supplier are considered to be unsatisfactory. NSW Procurement will be conducting an annual 'hiring manager satisfaction' survey to measure satisfaction levels.

15. Has pricing changed under the scheme?

Yes. The supplier fee is 7.05% of pay rate for the first 12 month period and 5.14% of pay rate thereafter.

The minimum supplier fee is \$3 per hour and maximum supplier fee is \$15 per hour in the first 12-month period.

The supplier fee for any assignment over 12 months reduces to 5.14% of contractor pay rate regardless of which prior contract/arrangement the worker was placed under. The reduced fee applies even if the first anniversary falls within the period of an existing customer order.

16. Have the terms and conditions changed under the scheme?

There has been little change to the scheme conditions. Of most interest to agencies is the removal of a management fee which gives agencies an immediate 2.5% discount. The scheme aims to give agencies more choice in suppliers which, in turn, provides better access to the available talent pool. The scheme is also flexible enough to allow new categories and/or role types to be added at any time. This flexibility also extends to suppliers who can nominate to update their information at any time.

17. How can a contingent worker make the transition to become a permanent employee under this scheme? Are there any fees applicable?

Where employment is the result of a merit selection process, even if this occurs within the first 12 months of the contingent worker's original start date in that role, the supplier will not be entitled to payment of temporary-to permanent placement fees. If a contingent worker commences employment with the customer within 12 months of the original start date in that role, the supplier will be entitled to charge the agency:

- (a) 0-90 days: 7.05% of salary package
- (b) 91-180 days: 5.25% of salary package
- (c) 181-270 days: 3.50% of salary package
- (d) 271-365 days: 1.75% of salary package
- (e) More than 365 days: NIL fee

18. Who is responsible for paying meals, overtime and travel costs?

Any additional conditions relating to the work assignment such as overtime, special hours or travel requirements etc should be included in the customer order form [13] and rate calculator [13](XLSX,61KB) The supplier will invoice the agency for these agreed extras at cost.

19. Is there a minimum or maximum period of hire?

It is generally accepted that the minimum period of hire is four hours; however this needs to be agreed with the supplier prior to engaging a contractor. It is suggested that contractors are not engaged for periods longer than six months.

20. What if I want to extend/renew an order? What supplier margin should apply?

For assignments that are longer than 12 months (either via extension or original assignment, regardless of which prior contract/arrangement the contingent worker was placed under) - a maximum of 5.14% of contingent worker normal pay rate (normal time base rate plus superannuation) applies.

Payroll fees will be fixed at 5.14% of contingent worker normal time pay rate.

Contractors introduced to suppliers by agencies will attract the reduced fee of 5.14% of pay rate.

FAQs - Contingent Workforce Managed Service Provider

The Contingent Workforce Managed Service Provider contract (MSP) offers a panel of managed services providers (MSPs) to provide services for a NSW Government agency (customer) to meet the requirements of a customer's hiring managers. These services include the sourcing and management of contingent workers from contingent workforce suppliers available under the scheme. The MSPs will work with contingent workforce suppliers in a vendor neutral arrangement and will only transact via the whole of government Vendor Management System (VMS).

The MSP contract is performance based and incorporates the following service requirements:

- functional and process requirements

- key performance indicators
- service level agreement
- reporting
- account management and service delivery
- implementation
- competitive pricing.

In line with the strategic objectives of this contract, the MSP provider must comply with the following requirements at no additional cost throughout the term of the contract:

- use the VMS nominated by the principal
- use of only prequalified suppliers under the scheme
- cooperation with the CMOs nominated by the principal
- vendor neutrality.

NSW Government objectives

NSW Government is implementing its contingent workforce strategy to achieve the following objectives:

- introduce best practice services and systems to drive value
- integrate contingent workforce with overall workforce planning
- make government contingent pool(s) the primary candidate source
- attract increased numbers of skilled candidates to NSW Government
- enhance procurement processes and systems for more effective and efficient deployment of the contingent workforce
- increase opportunities for participation by small and medium enterprises by reducing red tape
- decrease the cost of the contingent workforce.

Four projects have been identified as part of a combined contingent workforce solution to enable delivery of the government's strategic objectives:

- use of a single VMS
- a panel of MSPs
- a shared contingent pool and Contractor Manager Organisation (CMO)/Payroll provider panel
- a list of prequalified suppliers established under the scheme.

This solution is expected to deliver approximately \$90 million in both hard and soft savings through efficiency gains in process, control, visibility, compliance, risk management, performance management and the improved quality of candidates presented to customer's hiring managers.

Pricing

The services outlined in the contract constitute a standard offering and are priced accordingly. The on-boarding of an MSP will be undertaken by each customer by a separate request for quotation process or by direct appointment under a customer contract. This gives the customer the ability to specify the level of involvement they require, modify the scope of services, include any specific management or reporting requirements and obtain best pricing for the customer's specific requirements.

Frequently asked questions

1. How do I engage an MSP?

An MSP should be engaged across the whole agency, not for smaller departments unless you are managing a large bulk recruitment exercise which you need support for. Therefore it will be a decision that your HR and/or procurement areas need to manage for you. Contact them with your requirements.

2. How much does it cost the agency?

Each supplier has submitted their own pricing, which is dependent on the spend under management and the level of service your agency wants. You need to agree on the service level agreement (SLA) before a firm price can be agreed. As a guide, it was a requirement that a maximum price of 2.5% of spend would apply. Pricing is based on a sliding scale discount: the larger your agency's spend, the lower the percentage applied.

Separate pricing has been agreed for one-off bulk recruitment exercises. This pricing is a flat fee. Talk to your procurement team for more information.

3. How much does it cost scheme suppliers?

There is no cost to scheme suppliers to work with the MSP.

4. What do I need to consider when engaging an MSP?

- Ensure extensive stakeholder engagement throughout the entire process.
- Ensure there is a collaborative relationship/partnership.
- Roles and responsibilities need to be clearly defined from the onset.
- The MSP needs to take the time to understand the hiring managers and promote the benefits of the solution.
- The need to minimise leakage through transparency and robust reporting.
- Ensure SLAs are firm and parties know exactly what is expected.

5. How long will it take for an MSP to implement the VMS?

The estimated timeframe is 90 days to implement the VMS however this depends on your level of readiness for the project. The MSP will work through your discovery phase and will assist with embedding best practice workflows to drive efficiencies faster.

6. What does MSP vendor neutrality mean?

Vendor neutrality means that if your preferred MSP is also a supplier of contingent workers, they have agreed to transition their workers to another supplier. The MSP will never be a recruitment competitor within your agency. The MSP can never "manage" their own workers in your agency.

7. Will the MSP provide selection and assessment methodologies?

Agencies are not mandated to use an MSP. If an agency engages an MSP, the agency will decide the level of service they want from the MSP.

8. How do the VMS and MSP components work under the Contingent Workforce Strategy?

The VMS and MSP are services which support the contingent workforce strategy. MSPs will enable agencies to have a single interface between many suppliers.

9. Will suppliers retain ownership of their contingent workers?

Yes. The VMS is the technology and the MSP is the advisor. Contingent workers remain employees of the scheme suppliers. Some agencies tend to refer to suppliers with a well-recognised brand rather than researching the market to identify other capable suppliers. Your MSP will do the research and will assist you to identify small to medium enterprises (SMEs) with the requisite capability and expertise to meet your requirements.

10. What is the interaction between MSPs and the scheme suppliers?

MSPs will only be able to source from the prequalified suppliers. When your agency engages an MSP, that MSP will act on your behalf and the scheme suppliers are required to engage

with the MSP. All transactions will happen via the VMS so that there is complete visibility of the whole recruitment process.

11. **How will the VMS and MSP provide innovation for SMEs?**

The VMS and MSP will support agencies in providing more opportunities for SMEs to do business with government. The VMS reporting function will give agencies visibility of their spend patterns. The MSP will analyse these patterns and will assist agencies to identify trends or improve their use of SMEs.

Please contact the NSW Procurement Service Centre [31] for further assistance.

Information for suppliers / participants

How to apply

View the scheme details and apply now [32]

Managing scheme requests

Registered suppliers can access the scheme through the NSW eTendering [33] website. For more information on working with customers, please see the FAQs.

Guidelines and conditions

View the scheme rules [7] (PDF, 255KB)

Tools, templates and resources

- View the supplier forum presentation 25 March 2019 [34] (PDF, 893 KB) and video recording [35]
- View the supplier forum presentation 6 August 2019 [36] (PDF, 975 KB) and video recording [37]
- View the supplier reporting template [38] (XLSX, 24.33KB)

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Cluster Name	Former Name	Email	Phone
Education	Education	education.contractorcentral@det.nsw.edu.au [14]	1300 205 545
Education	TAFE	TAFECentral@tafensw.edu.au [15]	1300 430 838
Stronger Communities	Family and Community Services	contingentlabour.central@fac.nsw.gov.au [16]	1800 695 135
Stronger Communities	Justice	contractorcentral@justice.nsw.gov.au [17]	02 8651 1869

Cluster Name	Former Name	Email	Phone
Customer Service	Finance, Services and Innovation	dfs.contractorcentral@finance.nsw.gov.au [18]	1800 875 100
Health	Health	nswhealth@comensuracom.au [19]	1800 501 710 02 8651 1888
Planning, Industry and Environment	Planning and Environment	contractor.central@environment.nsw.gov.au [20]	1800 902 568
Planning, Industry and Environment	Industry	industry.contractorcentral@industry.nsw.gov.au [21]	02 6363 7978
Planning, Industry and Environment	Sydney Water	ContractorCentral@kellyocg.com [23]	02 8849 4659
ACT Government	ACT Government	contractorcentral@act.gov.au [24]	02 8651 1949
Treasury	Icare	contractorcentral@icare.nsw.gov.au [25]	02 8651 1965
Premier & Cabinet	Premier & Cabinet	contractorcentral@dpc.nsw.gov.au [26]	02 9246 6708

FAQs for suppliers

FAQs - general information about the scheme

1. What is the Prequalification Scheme: Contingent Workforce?

This scheme is for the provision of contingent labour to NSW Government agencies and is intended to be used when the temporary engagement of contingent labour is required. The benefits of the scheme are:

- a new self-service, online application process for suppliers
- suppliers can make an application at any time
- simplified terms and conditions and reduced insurance requirements
- new categories for suppliers to provide services under
- a new standard approach to rates, reporting requirements and contract management across government
- the removal of the management fee previously levied on suppliers.

2. Who manages the scheme?

The scheme is managed by the Department of Finance, Services and Innovation (DFS) on behalf of the NSW Government.

3. Who developed the scheme?

The scheme development has been a whole of Government project, including representatives from Ministry of Health, Department of Education and Communities, Department of Family and Community Services, Transport for NSW (Transport), the Department of Finance, Services and Innovation and Department of Trade and Investment, Regional Infrastructure and Services.

4. Who has endorsed the scheme?

The scheme has been endorsed by the NSW Government's procurement leadership group. The group is accountable to the NSW Procurement Board [39].

5. What is the duration of the scheme?

The scheme term is 5 March 2013 to 28 February 2028.

6. Do management fees apply to the prequalification scheme?

No. There are no management fee provisions under the new scheme. Management fees continue to apply to any customer orders placed under NSW Government contract 100 contingent workforce.

7. Is there any crossover between the scheme and other schemes such as the Performance and management services scheme?

No. The schemes are designed for different purposes, modes of operation and industry charging models. The schemes are governed by different government policy and have different risk levels. Therefore, each one requires their own scheme rules and customer contract terms and conditions.

8. What is the difference between this scheme and other prequalification schemes?

All the schemes operate for different purposes. The Contingent workforce scheme is for the engagement of temporary personnel. Other NSW Government prequalification schemes are in place for the procurement of other goods and services. For example, consultancy service providers may be prequalified under the Performance and management services scheme. Details of the other schemes [40] are available on ProcurePoint.

9. What job categories are covered by the scheme?

Information about the job categories and descriptions is available in Annexure 6 of the scheme rules [7].(PDF,254.7KB)There is availability within the scheme to expand or contract these job categories as required.

10. Will the scheme be the same as other panel contracts where customers operate on selective tender responses?

Under the scheme, agencies wishing to temporarily engage contingent labour will be able to issue an RFX to as many suppliers as they wish. Although there is no guarantee of business, the scheme encourages agencies to cast a wider scope when issuing RFXs to better leverage the available talent pool. The implementation of the Vendor management system will make it easier for agencies to apply this. The Vendor management system will also facilitate dynamic reporting to agencies and encourage them to make broader supplier selections.

11. How are small and regional suppliers able to be part of the scheme?

One of the objectives of the scheme is to encourage regional and small and medium enterprises (SMEs) to apply. The scheme does this by allowing applicants to nominate the regions where they wish to provide their services including: the whole of NSW, a single region, or any combination of regions.

The scheme also has simplified terms and conditions and reduced insurance requirements.

12. Will there be weighting by regions if one or more are selected?

No. Each application is assessed on overall capabilities.

13. Will there be affirmative action for SMEs as opposed to a larger company or a multi national applying to the scheme?

The NSW Government has introduced a small and medium enterprise (SME) policy framework which is referenced in the scheme documentation. The SME policy framework has no direct application to scheme applications, but it is something customers will consider when procuring contingent labour.

14. How is an SME defined?

The NSW Treasury Circular 11/12 Payments of Accounts defines SMEs as small and medium enterprises from NSW, other States and Territories of Australia and New Zealand, that has an annual turnover of less than \$2 million in the last financial year.

15. Will any preferences be given to NSW registered companies?

No. No advantage or specific weighting will be given to NSW registered companies. The scheme encourages participation from all SMEs, including smaller specialised providers and those based in regional areas.

16. Does the scheme endeavour to offer the best rates and prices?

Yes. Supplier fees are based on industry benchmarking and feedback from Contract 100 suppliers. Although pay rates are not being set per role type, benchmarking analysis will continue so that hiring managers have an understanding of what NSW Government is paying.

17. How will supplier performance be managed under the scheme?

Performance management will be based on a list of key performance indicators (KPIs) which are outlined in the scheme rules [7] (PDF,255KB) for suppliers. There is a significant focus on the delivery of reporting requirements and client satisfaction and a supplier may be removed from the scheme if they have not satisfactorily met their KPIs.

18. Can a supplier be suspended or removed from the scheme?

A supplier can be suspended and/or removed from the scheme if they have not complied with the scheme rules [7], (PDF, 255KB). This includes unsatisfactory performance, providing misleading information and breaching the scheme conditions.

19. What happens if there is a dispute?

In the first instance, the customer and supplier must attempt to resolve any disputes. In the case that a resolution cannot be reached, the scheme administrator, DFSI can facilitate an outcome. This may include; arranging a meeting between the two parties, determining the dispute in consultation, or forwarding the dispute to a committee-based review process (the committee will be composed of independent NSW public service officer(s)).

Where the supplier and customer still cannot reach a resolution, either party may request the Australian commercial disputes centre to nominate an independent expert.

FAQs - Applying for the scheme

1. How do I apply for the scheme?

Applications can be made online at any time by suppliers who have an account on the NSW eTendering [41] website. For assistance with applying, refer to the online application quick reference guide [42] (PDF 94KB) and step-by-step instructions [43].(PDF,222.5KB)

2. Is there a deadline for applications to be lodged?

No. The scheme is open to supplier applications for the term of the scheme.

3. What information do I need to provide with my online application?

All application requirements and acceptance criteria are set out in the scheme rules [7] (PDF,255KB) for suppliers. As part of the application process, suppliers will be required to download templates from eTendering, complete the required information, save the documents, and then upload them onto eTendering [41]. suppliers will be able to view the application templates before lodging an application.

4. What kind of requirements will suppliers need to meet?

Suppliers will have to demonstrate capability and capacity to deliver the services covered by the scheme. They will need to provide current insurances and agree to the scheme rules [7] (PDF,255KB) for suppliers.

5. What are the insurance requirements under the scheme?

The scheme insurance requirements have been reduced from those required under contract 100 and are now \$5 million for professional indemnity and public liability. Workers compensation insurance will also be required in accordance with applicable legislation. Transport insurance requirements will also apply as appropriate. Refer to scheme rules [7] (PDF,255KB) for suppliers.

6. Can more than one person in my organisation lodge an application?

DFSI prefers that only one application is lodged per organisation as applications are identified by an organisation's ABN. If an application is lodged with an ABN already accepted under the scheme, the applicant will receive a notification that they may continue to lodge the application, however, it may be rejected. Once an application has been approved, suppliers may change the applicant's contact details by logging into their Action Centre on the eTendering website.

Where a duplicate application is lodged and then rejected, it is subject to the scheme rules [7].(PDF,255KB)

7. Will there be a weighting difference for government referee's reports as opposed to non-government (private sector) referee reports?

No. Referee reports from the two sectors are simply to allow suppliers to demonstrate their working knowledge of the category. Referee reports will either be accepted or not accepted as demonstrative of a supplier's capability.

8. How will financial stability be evaluated if the business is seasonal?

The evaluation of financial stability will be conducted by an external provider who specialises in this type of appraisal.

9. How will my past experience be taken into account?

All past experience is taken into account. From an evaluation perspective, assessment criteria will focus on demonstrated recent experience (ie the past 6 months). Customers using the scheme require some type of indication and assurance of a supplier's existing ability to provide the services they say they can. Recent experience demonstrates that a supplier is managing an active database of relevant candidates.

10. How long will it take for my application to be processed?

DFSI is accountable to ensure timeframes are met. Applications will be assessed as they are received and in most cases will be finalised within 6-8 weeks.

11. What are the acceptance criteria for the scheme?

There are many acceptance criteria including a focus on demonstrated capability and capacity. Refer to the scheme rules [7] (PDF,255KB) for suppliers for a complete understanding of what is required for acceptance onto the scheme.

12. How will I know if my application has been successful?

Applicants will receive an email from the NSW Government eTendering [41] website advising their application to the scheme has been successful.

13. Can I reapply if my application is not successful?

Yes, the process for unsuccessful applications is outlined in the scheme rules [7] (PDF,255KB) for suppliers.

14. If a supplier is currently on another scheme, are they required to apply for this scheme?

Yes, each scheme is structured around a specific good or service. To become accepted on a scheme, a supplier must successfully demonstrate that it has addressed that specific scheme's evaluation criteria. The evaluation criteria are designed to provide customers with confidence the supplier is capable and competent in delivering the good or service required.

15. **Will there be any cap on the type of suppliers to approach based on categories?**
Currently no. However, DFSI reserves the right to change the scheme terms and conditions.

FAQs - Approved supplier information

1. **Can approved suppliers change their nominated categories during the term of the scheme?**

Yes. Approved suppliers can apply for changes to their nominated categories, or apply for additional categories via eTendering [44]. Changes to categories are subject to the acceptance criteria outlined in the scheme rules [7] (PDF,255KB) for suppliers.

2. **If my organisation is accepted onto the scheme, is there any guarantee of work?**

The scheme gives suppliers the opportunity to present solutions to NSW Government agencies.

Under the scheme, agencies wishing to temporarily engage contingent labour will be able to issue an RFX to as many suppliers as they wish to and then decide on the most appropriate supplier. Although there is no guarantee of business, the scheme encourages agencies to cast a wider scope when issuing RFXs to better leverage the available talent pool.

3. **What happens if I need to change my details?**

Suppliers who have been accepted onto the scheme can change their contact details anytime by logging into their account onto the eTendering [44] website. Some changes, such as changes to nominated categories, are subject to an assessment and approval process.

4. **If I am an approved supplier under the ICT Services Scheme, can I apply to be an approved supplier under this scheme?**

Yes. Suppliers can be approved on multiple prequalification schemes so long as they complete the associated application for each scheme and meet the rules and terms and conditions for each scheme.

5. **Who owns the contractors? Can contractors transition from one supplier to another or be represented by more than one supplier?**

DFSI does not encourage the movement of contractors between current suppliers and/or new suppliers. Although there is a changeover arrangement in the scheme rules, these rules are intended for business continuity purposes not for contractors to be shuffled around.

DFSI does not encourage a contractor to be represented by more than one supplier. Should this occur the contractor's choice will be used.

6. **What happens if the scheme creates a new category and I wish to apply?**

Suppliers will be required to complete a new application for that new category. This process may change over time but will be made available on ProcurePoint for public view.

FAQs - Working with customers

1. **Is the intent of the scheme to be used by State owned corporations and other eligible customers?**

Yes. The scheme is open to NSW Government agencies, State owned corporations and all other eligible NSWBuy customers.

2. **How will customers access the scheme?**

NSW Government agencies and other eligible customers can invite and assess supplier proposals using the eQuote [29] tool or by contacting suppliers directly. Once implemented, the Vendor Management System will enable improved customer access to suppliers.

3. **What is eQuote?**

Essentially, eQuote [45] is an online request for quotation tool used by NSW Government. eQuote is a direct NSW Government agency pathway to registered suppliers on established prequalification schemes and panel arrangements.

4. **What will be done regarding NSW Government agencies doing business with bigger established organisations and not giving opportunities to other organisations?**

Although the hiring manager is responsible for deciding which organisation they use, DFSI is committed to continually educating principal departments and agencies about how to best use the scheme and assisting them in the selection process.

A key strategic direction of the procurement reform is the need for ongoing capability development and ongoing cultural change. DFSI has a program of work to support procurement capability development across the sector including the Agency accreditation scheme for goods and services procurement. Assisting customers to properly reflect core public sector values in their processes and services is a priority and DFSI is committed to bringing about this change.

The Vendor Management System encourages customers to do business with a wider range of suppliers under the scheme and provide more transparency in relation to hiring trends.

5. **Can customers create their own panels?**

Customers are not limited in how they buy from the scheme. The scheme guidelines do not require agencies to broaden the range of suppliers they engage.

DFSI encourages opening up opportunities to a wider range of suppliers. DFSI will help give supplier details to customers. They encourage suppliers to keep their marketing details up to date on the NSWBuy eCatalogues.

6. **Is there any cap or advice to customers on the number of suppliers they can obtain quotes from?**

No. Under the scheme rules no cap is set. The hiring manager uses details published in NSWBuy eCatalogues to invite suppliers by category to provide quotes. Reporting will highlight the suppliers that customers have worked with to appraise their range and service levels.

7. **What is meant by the government 'talent pool'?**

A talent pool is a description of known candidates that have suitable qualifications and experience for work within government. Whether this will become part of the scheme has not yet been decided. Any decision to incorporate one in the future will be done so with input from industry.

8. **Who decides on the price of the service being supplied?**

When suppliers agree to the scheme terms and conditions they, in effect, agree to the fixed supplier fees. Statutory costs (superannuation, payroll tax and workers compensation insurance) are also the same for all suppliers.

The discussion with the hiring manager will consist of the agreed pay rate and the quality of the service. There may be other costs that will need to be discussed with the hiring manager, such as travel costs, overtime etc.

9. **How is the 'supplier rate' charged?**

The supplier rate is 7.05% of the pay rate for the first 12 month period and 5.14% of the pay rate thereafter. The minimum supplier rate is \$3 per hour and the maximum supplier rate is \$15 per hour for the first 12 months.

10. **Will this be a fixed price contract where an engagement is for a specific period?**
 No. The engagement of contingent labour will differ for each assignment as the period of employment and pay rates are decided by the individual customer.
 A fixed price contract is likely to be applied for other schemes where there is likely to be a specific date, time and deliverable for completion of the project (such as the prequalification schemes: Performance and management services and the ICT services scheme).

11. **What is the difference between this scheme and other prequalification schemes?**
 Each scheme has been designed for different purposes, modes of operation and industry charging models. The Contingent workforce scheme is for the engagement of temporary contingent labour employed on an individual assignment basis with specific details listed on every customer order. Information about other schemes [46] is available on ProcurePoint.

12. **Is there any flexibility on the ceiling price?**
 No. The supplier fees are fixed.

FAQs - Vendor Management System and Managed Service Providers

1. **How will the Vendor Management System (VMS) impact scheme suppliers?**
 It will be business as usual until clusters are ready to implement the VMS. Suppliers will be contacted about the timelines of the on-boarding process. This will include training. All suppliers will have their own portal to manage the sourcing and time sheet processes. Supplier performance and costs will be captured in the VMS. Suppliers will be contacted by Fieldglass (VMS provider). Suppliers will no longer need to produce manual reports for clusters that have fully implemented the VMS.

2. **What if not all clusters have implemented the VMS, how will it affect suppliers?**
 During the phased implementation across the sector, suppliers will be required to operate two processes:
 - to continue doing business as usual (including monthly manual reports) with clusters that have not implemented the VMS.
 - those clusters that have implemented the VMS, suppliers must only transact via the VMS.

3. **How does this affect submitting monthly sales reports to NSW Procurement?**
 Until you are transacting through the VMS, suppliers must continue sending monthly reports to NSW Procurement [47] for clusters without the VMS.

4. **How long will it take to implement the VMS across the sector?**
 We are reviewing a phased in approach, however this may change by demand. The estimated minimum timeframe to implement the VMS in each cluster is 12 weeks.

5. **What does Managed Service Provider (MSP) vendor neutrality mean?**
 Vendor neutrality means that suppliers approved as MSPs can't supply their own contingent workers to the cluster where they are the MSP. The MSP will never be a recruitment competitor within a cluster.

6. **Who are the MSPs?**
 The 4 MSPs are
 - AMG Asia Pacific Pty Ltd
 - Comensura Pty Ltd
 - Kelly Services Australia Pty Ltd
 - Manpower Services (Australia) Pty Ltd

7. **Will MSPs provide selection and assessment methodologies?**
 When a cluster engages an MSP, the cluster will decide the level of service they want from

the MSP.

8. How do the VMS and MSP components work under the Contingent workforce scheme?

The VMS is the technology and the MSP provides the service to support the scheme. MSPs will enable clusters to have a single interface between many suppliers.

9. Will suppliers retain ownership of candidates?

Yes. The VMS is the technology and MSPs are the advisers. Contingent workers remain the suppliers' employees.

10. Some clusters tend to refer to suppliers with a well-recognised brand rather than researching the market to identify other capable suppliers.

MSPs will do the research work and assist clusters to identify small to medium enterprises (SMEs) with the requisite capability and expertise to meet their requirements. The VMS will ensure the equal distribution of roles.

11. What is the interaction between MSPs and the suppliers on the scheme?

MSPs will only be able to work with prequalified suppliers. If a customer engages an MSP to act on their behalf, the scheme suppliers are required to engage with the MSP.

12. What is the process in the VMS after a resume/CV is submitted?

Fieldglass has plenty of online training material available on their website. The MSP will support the suppliers and the hiring managers in their training needs.

13. Will the suppliers be advised when the VMS is in service?

Yes. It will be business as usual until clusters are ready to implement the VMS. Suppliers will be contacted with regards to the timelines of the on-boarding process into each cluster.

14. What is the process to integrate with suppliers' systems?

Fieldglass can provide integration options for suppliers. Suppliers will need to sign a licence agreement before accessing the VMS.

15. What are the costs to suppliers to use the VMS and/or the MSP?

There are no costs to suppliers to use the VMS or the MSP.

16. How will I get more work?

The VMS will give visibility into the panel of prequalified suppliers for each category and region. Suppliers including SMEs will have access to more opportunities based on their performance.

17. How will the VMS and MSPs provide innovation for SMEs?

The VMS will provide electronic role distribution, online CV submission, electronic timesheets, supplier invoice generation (receipt created tax invoice - RCTI) and automatic monthly and adhoc reports. This reduces the admin burden for all suppliers.

18. Will all suppliers receive a request to submit resumes for the category they are prequalified for?

The decision about who will receive requests for quotes is the clusters decision. The VMS as a tool will support fair distribution of roles over time.

19. How will invoicing operate with the VMS? Will an invoice be sent immediately?

Once the contingent worker submits their timesheet in the VMS, the hiring manager will electronically approve it. After the hiring manager approves the timesheet online, an RCTI is automatically created. This replaces the current invoicing process. Suppliers will no longer need to send invoices to clusters.

20. Will all contract renewals be required to go through the VMS?

It will be business as usual until clusters have implemented the VMS. Suppliers will be contacted about the timelines of the on-boarding process. This will include access to training.

21. How will suppliers get jobs and opportunities?

Jobs will be distributed via the VMS when it is implemented. When a job request is posted in the VMS, suppliers in the prequalified panel will receive an email advising them to log into their portal. The decision about who will receive jobs is the clusters decision.

22. Do clusters still maintain existing relationships?

Yes. The VMS is a technology to support buyer-supplier engagement and should not impact on existing relationships, as long as the performance of the suppliers is maintained.

23. How will the VMS manage blue collar workers?

Blue collar workers will follow the same VMS workflow as white collar workers. The VMS is accessible via PC, laptop, iPad, iPhone etc. Workers simply need to access the internet to key in their hours worked.

24. More information and resources about the Scheme?

Online resources are available on the ProcurePoint website, including:

- the FAQs
- scheme rules [7] (PDF,255KB)
- online application quick reference guide [42] (PDF,94KB)
- steps for supplier application [43] (PDF,222.5KB)
- scheme categories and descriptions at Annexure 6 scheme rules [7] (PDF,254.7KB)

For further enquiries, please contact the NSW Procurement Service Centre [31].

FAQs - Information for Contract 100 suppliers

1. Will contract 100 be extended again?

No. The scheme has replaced contract 100 which expired on 19 April 2013. However, any customer orders placed under contract 100 will continue until the expiry of that order.

2. Why was contract 100 replaced by a prequalification scheme?

A prequalification scheme makes it easier to do business with government by reducing red tape and streamlining processes, and to encourage greater opportunities for SMEs. Both suppliers and buyers will benefit from the new arrangement.

The scheme will open up the opportunity to supply to government to more suppliers, and better manage the available talent pool that industry can offer, while preserving the government's position of leverage within the market place.

3. How does the scheme compare to contract 100?

Contract 100 was considered complex and it 'locked out' new suppliers once it was implemented. The scheme will:

- have the advantage of not locking-up the market, as new suppliers will be able to register at any time during the term of the scheme. This will provide government buyers with immediate access to panels of expert resources; and
- allow flexible arrangements including provision for adding new categories and role types.

4. Will existing customer contracts continue to operate?

Existing customer contracts will remain active unless both parties agree to vary. The changeover arrangements for the new scheme provide that customer contracts made under contract 100 will be honoured until the expiry of that order.

5. Does management fee still apply for customer orders under contract 100?

Yes, all customer orders placed under contract 100 will continue to attract management fee, so long as that customer order stands. Upon the expiry of the customer order, contingent labour employment should be engaged under the scheme’s terms and conditions and management fee does not apply under the scheme.

6. Is there a mechanism for contract 100 suppliers to rollover to the scheme?

No, the scheme is open to both contract 100 suppliers and new suppliers at the same time and all suppliers are treated equally.

7. Can contractors transition from one supplier to another?

DFSI does not encourage the movement of contractors between current suppliers and/or new suppliers. Although there is a changeover arrangement in the scheme rules, these rules are intended for business continuity purposes not for contractors to be shuffled around.

8. Do contractors who have moved between suppliers attract a lower margin?

Yes. DFSI does not encourage the practice of moving contractors between suppliers. Contractors in this situation will attract a lower supplier fee of 5.14% of the pay rate.

9. What were the differences between contract 100 and the scheme?

The major differences are outlined in the table below.

	Contract 100	Prequalification scheme
Contract period	Period panel contract for a specific term.	Scheme which can be terminated with 90 days notice at discretion of the contract authority.
New suppliers	Closed to new entrants for contract duration. Suppliers locked into categories.	Continuously open to new suppliers. Suppliers can move between categories. Scheme provisions have timeframes for unsuccessful applicants to re-apply and be reassessed.
Contract governance	Administered by NSW Procurement.	Overseen by a scheme committee comprising representatives from NSW Government

Contract 100		Prequalification scheme	
			agencies.
Supplier response	Supplier responds to a request for tender for inclusion onto the contract. Tenders assessed against price and non-price criteria before being an approved supplier.	Supplier submits an online application for inclusion onto the scheme. Price not assessed prior to acceptance onto scheme.	
Agreement	Supplier enters into contract with contract authority by signing a head agreement.	No head agreement with contract authority. Supplier agrees to scheme rules before becoming an approved supplier.	
Customer contract	Supplier enters into customer contract under the head agreement	Supplier enters into standalone customer contract.	
Reporting	Reports such as annual account management usage and hierarchical account management data captured as part of management fee reporting.	Suppliers agree to provide monthly usage data to NSW Procurement.	
Management Fee	Management fee applies.	No management fee applies.	
Statutory Fees	Superannuation - 9% of contractor base rate. Payroll tax 5.45% of contractor	Superannuation - 9% of contractor base rate. Payroll tax 5.45% of contractor	

	Contract 100	Prequalification scheme	
		pay rate.	pay rate.
	WorkCover	Suggested maximum of 1% for all categories other than Category D - Industrial which has suggested maximum of 8%.	Maximum of 1% for all categories other than Category D - Industrial which is a maximum of 8%. Category J- Transport WorkCover rate to be discussed at time of placing customer order.
	Supplier fees to payroll contractors -applies to contractors not sourced via a supplier but introduced via word-of-mouth. Also applies to contractors who have been in role for more than 12 months.	8%	5.14%

FAQs - Contingent Workforce Managed Service Provider

The Contingent workforce Managed Service Provider contract (MSP) offers a panel of managed services providers (MSPs) to provide services for a NSW Government agency (customer) to meet the requirements of a customer’s hiring managers. These services include the sourcing and management of contingent workers from contingent workforce suppliers available under the Contingent workforce scheme. The MSPs will work with contingent workforce suppliers in a vendor neutral arrangement and will only transact via the whole of government vendor management system (VMS).

The MSP contract is performance based and incorporates the following service requirements:

- functional and process requirements
- key performance indicators
- service level agreement

- reporting
- account management and service delivery
- implementation
- competitive pricing.

In line with the strategic objectives of this contract, the MSP provider must comply with the following requirements at no additional cost throughout the term of the contract:

- use the VMS nominated by the principal
- use of only prequalified suppliers under the scheme
- cooperation with the CMOs nominated by the principal
- vendor neutrality.

NSW Government objectives

NSW Government is implementing its contingent workforce strategy to achieve the following objectives:

- introduce best practice services and systems to drive value
- integrate contingent workforce with overall workforce planning
- make government contingent pool(s) the primary candidate source
- attract increased numbers of skilled candidates to NSW Government
- enhance procurement processes and systems for more effective and efficient deployment of the contingent workforce
- increase opportunities for participation by small and medium enterprises by reducing red tape
- decrease the cost of the contingent workforce.

Four projects have been identified as part of a combined Contingent Workforce solution to enable delivery of the government's strategic objectives:

- use of a single VMS
- a panel of MSPs
- a shared Contingent pool and contractor manager organisation (CMO)/Payroll provider panel
- a list of prequalified suppliers established under the Contingent workforce prequalification scheme.

This solution is expected to deliver approximately \$90 million in both hard and soft savings through efficiency gains in process, control, visibility, compliance, risk management, performance management and the improved quality of candidates presented to customer's hiring managers.

Pricing

The services outlined in the contract constitute a standard offering and are priced accordingly. The on-boarding of an MSP will be undertaken by each customer by a separate request for quotation process or by direct appointment under a customer contract. This gives the customer the ability to specify the level of involvement they require, modify the scope of services, include any specific management or reporting requirements and obtain best pricing for the customer's specific requirements.

Frequently asked questions

1. How do I engage an MSP?

An MSP should be engaged across the whole agency, not for smaller departments unless you are managing a large bulk recruitment exercise which you need support for. Therefore it will be a decision that your HR and/or procurement areas need to manage for you. Contact them with your requirements.

2. How much does it cost the agency?

Each supplier has submitted their own pricing, which is dependent on the spend under management and the level of service your agency wants. You need to agree on the service level agreement (SLA) before a firm price can be agreed. As a guide, it was a requirement that a maximum price of 2.50% of spend would apply. Pricing is based on a sliding scale discount: the larger your agency's spend, the lower the percentage applied.

Separate pricing has been agreed for one-off bulk recruitment exercises. This pricing is a flat fee. Talk to your procurement team for more information.

3. How much does it cost scheme suppliers?

There is no cost to scheme suppliers to work with the MSP.

4. What do I need to consider when engaging an MSP?

- Ensure extensive stakeholder engagement throughout the entire process.
- Ensure there is a collaborative relationship/partnership.
- Roles and responsibilities need to be clearly defined from the onset.
- The MSP needs to take the time to understand the hiring managers and promote the benefits of the solution.
- The need to minimise leakage through transparency and robust reporting.
- Ensure SLAs are firm and parties know exactly what is expected.

5. How long will it take for an MSP to implement the VMS?

The estimated timeframe is 90 days to implement the VMS however this depends on your level of readiness for the project. The MSP will work through your discovery phase and will assist with embedding best practice workflows to drive efficiencies faster.

6. What does MSP vendor neutrality mean?

Vendor neutrality means that if your preferred MSP is also a supplier of contingent workers, they have agreed to transition their workers to another supplier. The MSP will never be a recruitment competitor within your agency. The MSP can never "manage" their own workers in your agency.

7. Will the MSP provide selection and assessment methodologies?

Agencies are not mandated to use an MSP. If an agency engages an MSP, the agency will decide the level of service they want from the MSP.

8. How do the VMS and MSP components work under the Contingent Workforce Strategy?

The VMS and MSP are services which support the contingent workforce strategy. MSPs will enable agencies to have a single interface between many suppliers.

9. Will suppliers retain ownership of their contingent workers?

Yes. The VMS is the technology and the MSP is the advisor. Contingent workers remain employees of the scheme suppliers. Some agencies tend to refer to suppliers with a well-recognised brand rather than researching the market to identify other capable suppliers. Your MSP will do the research and will assist you to identify small to medium enterprises (SMEs) with the requisite capability and expertise to meet your requirements.

10. What is the interaction between MSPs and the scheme suppliers?

MSPs will only be able to source from the prequalified suppliers. When your agency engages an MSP, that MSP will act on your behalf and the scheme suppliers are required to engage with the MSP. All transactions will happen via the VMS so that there is complete visibility of

the whole recruitment process.

11. How will the VMS and MSP provide innovation for SMEs?

The VMS and MSP will support agencies in providing more opportunities for SMEs to do business with government. The VMS reporting function will give agencies visibility of their spend patterns. The MSP will analyse these patterns and will assist agencies to identify trends or improve their use of SMEs.

More information

Please contact the NSW Procurement Service Centre [31] for further assistance.

FAQs - Supplier forum February 2015

1. What is the definition of contingent labour?

Contingent labour is defined as a person who works for a buyer (eg government agency) but is paid by a supplier (eg recruitment agency). The contingent worker is not on the government's payroll.

2. Where can I find more details about Managed Service Providers (MSP) and Vendor Management System (VMS)?

Please refer to FAQs for Vendor Management System and Managed Service Providers above for more information.

3. How can the scheme suppliers get access to NSW Logo?

Suppliers can view the Use of NSW Government approved supplier logo [48] information available on ProcurePoint website. For more information contact NSW Procurement Service Centre [31].

4. What is the status of payroll providers?

The scope for the payroll providers is currently being assessed. The suppliers will be informed in due course.

5. What is 3rd party arrangement and is this arrangement permitted under the scheme?

Under the Scheme, a 3rd party arrangement is known as a sub-contract arrangement. Under the scheme condition clause 6.1.7, the sub-contract arrangement is not allowed.

6. Can the prequalified supplier outsource their payroll function?

Yes, a prequalified supplier can outsource the management of their payroll function to a non-recruitment or a non-contingent workforce supplier. The prequalified supplier must ensure that this payroll outsourcing function does not conflict with any scheme conditions like sub-contracting arrangement.

7. Will this scheme be close-ended in the future?

No, there are no plans to make this scheme a close-ended scheme.

8. Is it ok for suppliers to establish relationships with hiring managers?

The relationship development is driven by each cluster.

9. Will MSPs change suppliers relationships with hiring managers?

No, the MSP is there to support the recruitment process and equitable distribution of opportunities.

10. Will VMS change suppliers relationship with hiring managers?

No, the VMS is there to support the recruitment process and provides visibility.

- 11. How the Scheme and the MSP contract does ensures vendor neutrality?**
Under the Scheme conditions and MSP contract, if a prequalified supplier is successfully engaged as a MSP by a cluster, the prequalified supplier has agreed to transition any and all of their Contingent labour(s) from that cluster prior to commencing as the MSP for that cluster. NSWP will maintain this integrity by closely monitoring the transition.
- 12. How will this transition be managed?**
Transition will be managed as per the Annexure 5 of this Scheme.
- 13. What is the contractual arrangement between the NSWP, clusters, suppliers, MSPs and VMS?**
Under the scheme, NSWP owns the head agreement under the four pillars. The four pillars are vendor neutral to each other. Suppliers will only sign the End User Licensing Agreement (EULA) with the VMS provider Fieldglass for access to Fieldglass.
- 14. How will the MSPs spread the work amongst prequalified suppliers?**
Work will be spread in the widest possible manner. MSPs will be measured on this KPI. An individual role will influence the resourcing strategy.
- 15. What are the VMS implementation plans for the Category M – NSW State Emergency Services and Category N – Home Care Services?**
These two categories are the most recently added categories in the Scheme. For these 2 categories, NSWP will implement VMS in discussion with the stakeholders and after understanding the business requirements, biggest drivers and market dynamics.
- 16. Can the MSPs deal with non-prequalified suppliers?**
No, MSPs can only deal with prequalified suppliers. Only prequalified suppliers will have access to Fieldglass.
- 17. Can the MSPs deal with or suppliers not prequalified for certain categories?**
No, MSPs can only deal with suppliers prequalified for individual categories. Suppliers are encouraged to update their expertise via the etendering website.
- 18. Which ERPs can be integrated with Fieldglass?**
Fieldglass integrates with various ERPs and multiple software solutions. Visit the Fieldglass website for further information.
- 19. Is there a timeframe for the implementation of VMS?**
NSWP is committed to implementing the VMS in all clusters as quickly as possible. This will occur in a staged manner.
- 20. When suppliers receive work orders via the VMS, will the work orders have gone through the approval process?**
All work orders sent via the VMS will be qualified jobs with all necessary approvals in place.
- 21. What is covered in on boarding and off boarding of a contingent worker via the VMS?**
The on boarding and off boarding are cluster and role specific.
- 22. Will the VMS process be different for each cluster?**
The VMS process will be same for all agencies in a cluster but may vary slightly between clusters.
- 23. When will suppliers be contacted by Fieldglass to register for EULA?**
Suppliers will be notified to register with Fieldglass when a cluster is ready to implement. Plenty of notice will be given to suppliers to register with Fieldglass.

- 24. Will the MSPs be able to steer clusters to work with certain suppliers?**
No, MSPs will have to coordinate with clusters to work with all suppliers. This is a KPI for MSPs as well. NSW will continuously monitor through reports and the VMS to ensure that certain suppliers are not favoured over others.
- 25. Will my contingent worker's CV be shared with other suppliers in the VMS?**
No, a contingent worker's CV will not be shared with other suppliers in the VMS.
- 26. Once the VMS is implemented, what's the preferred method of invoicing?**
Once the time sheet is approved, Fieldglass will automatically generate a recipient created tax invoice (RCTI). Both the cluster and the supplier will have access to the RCTI. Suppliers don't need to create invoices.
- 27. How can I update my company details?**
You can log on to the etendering website and update your company details at any time. If you have any issues, please contact the NSW Procurement Service Centre [49] on 1800 679 289.
- 28. Which company name should I use in monthly reports?**
You should use either your business name or trading name as registered on etendering website.
- 29. What is the status of the VMS and how many clusters have implemented?**
The VMS is currently in pilot stage at Family and Community Services (FACS).
- 30. After the implementation of the VMS, how will the NSW team give feedback to suppliers?**
After the implementation of the VMS, MSPs will give cluster specific feedback and NSW will give sector specific feedback to suppliers. NSW will continue to organise supplier forums to provide updates to suppliers. Suppliers are also encouraged to visit Procure Point regularly for updates.
- 31. Is Fieldglass a recruiting agency and is there a conflict of interest between SAP, Fieldglass and scheme suppliers?**
Fieldglass is a VMS used by NSW government to support the management of contingent workforce. Fieldglass was bought by SAP in 2014. Neither SAP nor Fieldglass are recruitment agencies so there is no conflict of interest between Fieldglass and prequalified suppliers.
- 32. Where does NSW Government anticipate their major expenditure to be?**
Transport is the major growth area for NSW government.
- 33. Is there any scope of margin increase under the Contingent workforce scheme?**
No.
- 34. Can we get access to the contact details of hiring managers?**
No, there are more than 300 suppliers on this scheme and it would be a waste of the hiring managers' time if 300 suppliers contact them.
- 35. Will training be provided to clusters and suppliers on using Fieldglass?**
Fieldglass has plenty of online training material available on their website. The MSP will support the suppliers and the hiring managers in their training needs.
- 36. Can my contact details not be published as I get a lot of spam?**
The hiring managers use the published contact details to get in touch with suppliers. If suppliers do not want their contact details published, simply log on to the etender website and amend accordingly. NSW also uses the etendering contact details to get in touch with suppliers about scheme updates and important information. If contact details are removed, important information will not be delivered.

37. Do SMEs have fair access to work orders?

Yes, one of the major purposes of schemes is to increase spending with SMEs. YTD December 2014 data suggests that as compared to larger suppliers, a higher percentage of SMEs have spend and with a higher spend volume percentage. With the implementation of the VMS, SMEs are likely to have access to larger share of the business.

38. Will there be increased opportunities in the future?

Yes, with the implementation of the VMS and MSPs in conjunction with the possibility of the addition of new categories, the opportunities are likely to increase.

39. Will a rating system be used for suppliers in Contingent workforce scheme?

At this stage, there are no plans to use any rating system in the VMS.

40. Is it possible to hire labour outside of this scheme?

No, this is a mandatory scheme. Labour hire outside this scheme is not permitted.

41. Are government departments in regional NSW aware of this scheme?

NSWP markets its contracts and schemes extensively to all clusters. However, there may be instances when a department may be unaware of the existing government schemes and contracts. As an approved NSWP contingent workforce supplier, you are encouraged to guide hiring managers to the ProcurePoint website and verify that you are an approved supplier.

Contact details

NSW Procurement Service Centre
McKell Building
2-24 Rawson Place
Sydney NSW 2000

Telephone: 1800 679 289 [50]
Email: nswbuy@treasury.nsw.gov.au [51]
Web: www.procurepoint.nsw.gov.au [52]

Source URL (modified on 21/08/2019 - 11:41am):

<https://www.procurepoint.nsw.gov.au/scm0007>

Links

- [1] <https://www.procurepoint.nsw.gov.au/scm0007>
- [2] <http://arp.nsw.gov.au/pbd-2012-02-whole-government-contracts>
- [3] <https://www.procurepoint.nsw.gov.au/documents/transcript-contingent-workforce-renewal-strategy-briefing-30-jan-2013.doc>
- [4] <https://data.nsw.gov.au/data/dataset/prequalification-scheme-contingent-workforce>
- [5] <https://www.finance.nsw.gov.au/about-us/media-releases/new-contingent-workforce-pre-qual-scheme>
- [6] <https://www.procurepoint.nsw.gov.au/documents/contingent-workforce-management-guidelines.pdf>
- [7] <https://www.procurepoint.nsw.gov.au/documents/contingent-workforce-scheme-conditions.pdf>
- [8] <https://www.procurepoint.nsw.gov.au/small-and-medium-enterprises-policy-framework>
- [9] <https://www.procurepoint.nsw.gov.au/documents/contingent-workforce-prequalification-scheme-supplier-list.xlsx>
- [10] https://www.procurepoint.nsw.gov.au/print/10788?section=field_sch_buy_preq_suppliers
- [11] <https://www.procurepoint.nsw.gov.au/documents/contingent-workforce-supplier-performance-report.docx>
- [12] https://www.procurepoint.nsw.gov.au/print/10788?section=field_sch_buy_perf_evaluation
- [13] <https://www.procurepoint.nsw.gov.au/documents/contingent-workforce-rate-calculator.xlsx>
- [14]

- mailto:education.contractorcentral@det.nsw.edu.au?subject=Education%20Contractor%20Central
- [15] mailto:TAFEContractorCentral@tafensw.edu.au
- [16] mailto:ContingentLabour.Central@facs.nsw.gov.au?subject=FACS%20Contractor%20Central
- [17] mailto:contractorcentral@justice.nsw.gov.au
- [18] mailto:dfsi.contractorcentral@finance.nsw.gov.au
- [19] mailto:nswhealth@comensura.com.au?subject=Health%20Contractor%20Central
- [20] mailto: Contractor.Central@environment.nsw.gov.au
- [21] mailto:industry.contractorcentral@industry.nsw.gov.au?subject=Industry%20Contractor%20Central
- [22] mailto:industry.contractorcentral@industry.nsw.gov.au
- [23] mailto:ContractorCentral@kellyocg.com?subject=Sydney%20Water%20Contractor%20Central
- [24] mailto:contractorcentral@act.gov.au
- [25] mailto:contractorcentral@icare.nsw.gov.au
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