

FREQUENTLY ASKED QUESTIONS – Q01: Professional Services

Question	Answer
Do I have to be registered for Q01 and/or Q01PTa to apply for other sub-categories in Category Q?	All suppliers on Category Q are strongly encouraged to apply for sub-category Q01PTa which means being registered for sub-category Q01. Sub-category Q01PTa helps buyers identify suppliers who incorporate the NSW Government Standard Business Processes into the design and delivery of their products and services to NSW Government.

FREQUENTLY ASKED QUESTIONS – Q01PTa: Services Aligned to NSW Government Standard Business Processes

Question	Answer
What are the requirements for sub-category Q01PTa: Services Aligned to the NSW Government Standard Business Processes?	Suppliers approved for sub-category Q01 whose staff have completed the pre requisite training will be able to apply for <i>Q01PTa: Services Aligned to the NSW Government Standard Business Processes</i> .
My company is approved for sub-category Q01. What do I need to do to get access to the NSW Government Standard Business Processes?	<p>To be given access to the NSW Government Standard Business Processes you will need to become approved for sub-category <i>Q01PTa: Services Aligned to the NSW Government Standard Business Processes</i>.</p> <p>Note: Sub-category Q01PTa has an accreditation requirement. Suppliers will need to complete the <i>NSW Government Standard Business Processes Foundation Course</i> prior to being automatically approved for sub-category Q01PTa.</p> <p>For further information on applying for sub-category Q01PTa go to ProcurePoint.</p>
What are the NSW Government Standard Business Processes?	<p>NSW Government has worked with agencies and Industry to develop a suite of end-to-end processes and business systems specifically for NSW Government called the NSW Government Standard Business Processes (often referred to as The Standards). These processes, based on industry best practice, were contextualised for NSW Government to include relevant policies seen as beneficial to whole of Government and enriched to include metrics, risks and controls and business requirements.</p> <p>Business Processes for Procurement, HR, Finance and Asset Management are now being implemented in a number of NSW Government agencies.</p>
Why do I need to do training in the NSW Government Standard Business Processes?	It is important to ensure suppliers have a minimum level of understanding of the design conventions, navigation and information located in the Business Processes. This means that suppliers who rely on the Business Processes for product and service design can do so with confidence, knowing that they understand them and are accessing the most current and accurate version.

Question	Answer
How do I update my accreditation when new versions of the NSW Government Standard Business Processes are released?	When a new version of the Business Processes is released, all approved suppliers in sub-category Q01PTa and staff who have completed the training will be notified. They will also be advised of any additional training / accreditation requirements.
If I have completed my accreditation in the NSW Government Standard Business Processes and I change jobs is my certificate, log on and access still valid?	Your log on and access is linked to the company printed on the certificate. If the new company is an approved supplier in sub-category Q01PTa you will be able to request new access details and an updated certificate. For assistance email: NSWGovStandards@finance.nsw.gov.au .
What is the minimum number of staff a supplier must have accredited in the NSW Government Standard Business Processes to remain on Q01PTa?	Accreditation and access to the Business Processes is based on the company being approved in sub-category Q01PTa with at least one current member of their staff accredited in the NSW Government Standard Business Processes.
How many staff can my company have accredited in the NSW Government Standard Business Processes?	Approved suppliers in sub-category Q01PTa only need one staff member to be accredited to maintain their sub-category Q01PTa status. However, there is no limit on the number of staff who can complete the training and gain access to the Business Processes.
What if my accredited staff person leaves the company?	Approved suppliers in sub-category Q01PTa need to maintain at least one accredited staff member at all times. If a supplier only has one accredited staff member and that person leaves the company the supplier will need to identify another person to complete the training to retain their status on Q01PTa.
How much does the training cost?	There is no cost for the training regardless of the number of staff who complete it.
How long is the training?	The <i>NSW Government Standard Business Processes Foundation Course</i> is available online consists of three modules. It takes 45 – 60 minutes to complete and modules 2 and 3 have assessments at the end.
What do I get when I complete the training?	<p>On successful completion of the online training you will be able to print you certificate of accreditation which will include:</p> <ul style="list-style-type: none"> • Certificate Number • Date issued • Your Name • Company Name • Course Name • Version of the NSW Government Standard Business Processes you were trained in
Which of my staff should do the training?	It is recommended that any staff who are involved in the design, delivery, sales and marketing of your products and services to Government should complete the training. The training will provide them with a comprehensive understanding of the role of the Business Processes in supporting the NSW Government Corporate and Shared Service Reform. It will also enable them to read and understand the customised inclusions in the design, for application in the development of your offerings to Government.
I am having trouble seeing the NSW Government Standard Business Processes when I log in, who do I contact?	If you experience technical problems please refer to the guidance provided in the email containing your log on details.

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Is there any other training available?	This is the only training offered to suppliers who wish to be approved in sub-category Q01PTa. Should other training become available suppliers and their accredited staff will be advised.
When I submit my request for sub-category Q01PTa what evidence do I need to confirm the training was completed?	When you submit your application for sub-category Q01PTa the NSW Procurement team will be able to confirm training completion.
My staff has successfully completed the training and we have been approved in Q01PTa but as yet have not received access to the Business Processes. What should we do?	Forward a copy of your <i>Supplier approved for Q01PTa</i> email to: NSWGovStandards@finance.nsw.gov.au and request access.
Can we download a local copy of the Business Processes?	Local copies of the Business Processes cannot be downloaded as they are protected and Intellectual Property rights (IPR) resides with the NSW Government. It should be noted that downloading of the Business processes will result in a breach of contract.

FREQUENTLY ASKED QUESTIONS – Q02PTi – HCM or eRecruitment Implementation Partners

Question	Answer
How do I become an Implementation Partner on sub-category Q02PTi?	New suppliers or existing suppliers on the ICT Services Scheme can apply for prequalification for sub-category Q02PTi following the application process through the NSW Government eTendering website, including nominating the products qualified on Q02PTr for which they can provide implementation support and providing references for those products.
I am already registered for the Q02PTr HCM and eRecruitment sub-category, do I have to do anything to register for Q02PTi?	No. Suppliers currently prequalified under sub-category Q02PTr do need to apply and will automatically be registered for Q02PTi.

FREQUENTLY ASKED QUESTIONS – Q03PTa (GovDC SaaS) and Q04PTa (GovDC PaaS)

Question	Answer
How do I become a supplier on sub-categories Q03PTa and Q04PTa?	These sub-categories were originally restricted for a period of 6 months and have now been opened. This means that a supplier can apply at any time following the application process through the NSW Government eTendering website. As part of the application process, suppliers will need to assess their products and services against Level 2 of the Government Standard Business Processes, provide the required details describing their service offerings, and meet GovDC rules and requirements.
Do I have to provide all environments in GovDC?	Production environments must be hosted in GovDC. Non-production environments, such as Dev and Test, can be hosted in GovDC or off-site using the Cloud Connect facility on the Managed Services Backbone.

FREQUENTLY ASKED QUESTIONS – Q05PTa (EMS including PCards)

Question	Answer
How do I become a supplier on sub-category Q05PTa?	Originally restricted for a period of 6 months, this subcategory has now been opened. This means that a supplier can apply at any time following the application process through the NSW Government eTendering website.

FREQUENTLY ASKED QUESTIONS – GENERAL

Question	Answer
Will any other sub-categories under Category Q be released?	New sub-categories will be released incrementally in the future. No dates are available at this time.
Other questions?	If you have any further questions please email: NSWGovStandards@finance.nsw.gov.au