



Customer
Service

Scheme user guide

Scheme reviewers

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Section 1 – overview of schemes

1.1 Accessing the schemes module

You must be registered as a buyer on the buy.nsw Supplier Hub to access the schemes module. Registered buyers can review full details of suppliers registered on Supplier Hub.

You can login from the buy.nsw homepage:

<https://buy.nsw.gov.au/login>

1.2 Register a buyer account on Supplier Hub

To register as a buyer all you need is an email address which has a government domain. You can sign up from the login tab on the buy.nsw homepage (<https://buy.nsw.gov.au/login/signup>)

Step 1: Select 'I'm a buyer'

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.

Step 2: Enter your first and last name, your government email address, your mobile phone number which will also be used for Multi-Factor Authentication (MFA), create a password, and re-enter the same password into the password confirmation field.

Once registered, you will be able to view supplier profiles and products. For more information see the [buyer guide](#).

Your first and last name *
Paul Chwah

Your email address *
paul.chwah@customerservice.nsw.gov.au

Your mobile phone number
[Redacted]

Password * ⓘ
.....
✓ Password is strong.

Password confirmation *
.....

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

Create account

NOTE: Passwords must be at least 11 characters long and contain a capital letter, a symbol and a number.

1.3 Buyer dashboard

On your Supplier Hub buyer dashboard, you will see an overview bar, recent activity, and a range of buy.nsw apps. Schemes is listed under the “Productivity” heading. (Individuals can customise this dashboard by clicking on the “Add more” tab.) Clicking on the schemes module tile will take you to your schemes dashboard.

[buy.nsw](#) > [Supplier Hub](#) > [Dashboard](#)

Buyer dashboard

Annie Citizen

Agency: NSW Government Telecommunications Authority
Email: annie.citizen@customerservice.nsw.gov.au
Mobile Phone: 0400000000

Overview

2 New suppliers in previous month view supplier list	106 Small to medium enterprises view SMEs	4 Aboriginal-owned view businesses	0 Social enterprise view social enterprise
--	---	--	--

Activity

Saved shortlists

You have no saved shortlists.

buy.nsw apps

[Add more →](#)

The tiles below provide useful shortcuts to apps within the buy.nsw platform. You can add more by clicking on the button above.

Productivity

Schemes View the Schemes dashboard	eTendering Search and find past, current and future opportunities.	Help Help and guidance for all buy.nsw applications.	e-Invoicing Quickly generate and submit your invoices.
Notifications Manage your buy.nsw notifications and subscriptions.			

1.4 Scheme roles

Scheme owners, managers and reviewers have a schemes dashboard from which they can create or manage their scheme, manage memberships or review applications, depending on their assigned roles. The below tables illustrate each role’s level of access to the scheme module and what changes they can make:

	Scheme Owner	Screener* or Reviewer	System admin	Supplier
Create a new scheme [#]	✓	✗	✓	✗
Publish a new scheme	✗	✗	✓	✗
Make scheme amendments	✓	✗	✓	✗
Create new scheme specific question	✗	✗	✓	✗
Edit existing scheme specific question	✗	✗	✓	✗
Create new capability	✓	✗	✓	✗
Create capability group	✓	✗	✓	✗
Delete capability	✗	✗	✓	✗
Edit existing capability	✗	✗	✓	✗
Editing/deleting a document attached to scheme specific question	✗	✗	✓	✗
Submit scheme application	✗	✗	✗	✓
Make scheme application amendment	✗	✗	✗	✓
Review supplier application	✓	✓	✓	✗

[#]The creation of schemes requires the involvement of the buy.nsw team.

*Not all schemes have screeners.

1.5 Creating a new scheme


If a new scheme needs to be created, please contact the buy.nsw team who can help set up the scheme in the module.

All proposed new schemes must be approved by the Procurement Leadership Group.

1.6 Schemes dashboard

Schemes

On your schemes dashboard you can create or manage your scheme, view and manage members and applications, check notifications and access scheme insights.

 You do not have any recent notifications.

My schemes

A list of schemes you own and manage. You can view scheme members, amend and view scheme details by selecting the scheme name.

ID	Title	Category	Date created	# Suppliers	Status	
SCM0020	Prequalification Scheme: ICT Services	Information and technology	24-Jan-2013	17079	Published	>

Applications

A list of current applications to schemes you own or manage and their status. You can filter the list by scheme or status. Select an application to start a review or for more details.

SCM0020 Prequalification Scheme: ICT Services				▼	All		▼
Receipt	Date lodged	Days since lodged	Supplier	Submission type	Status		
10530	10-May-2023	0		New application	New	>	
10523	10-May-2023	0		New application	New	>	

From the schemes dashboard you can access details about the scheme you manage, applications and a full list of all published schemes.

1.7 Scheme details page

SCM0020 Prequalification Scheme: ICT Services

Scheme details

Scheme members

Applications

Insights

History

Scheme details

[Update scheme](#)

5693
Approved suppliers

25
Applications this week

5
Pending applications

03-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.

Clicking on a scheme will open its details page. This is the same information visible to suppliers when they select a scheme to view. This information helps inform suppliers of their suitability to apply. It includes the description, scope and relevant terms and conditions that all applicants will be expected to provide.

The scheme details page also provides a quick reference to the number of approved suppliers and applications the scheme has, as well as the direct contact for queries.

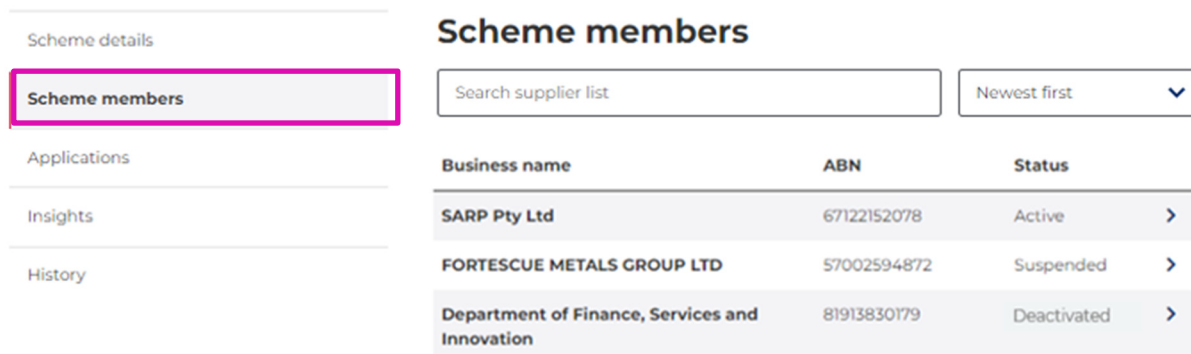
You can use the panel on the left to navigate to other information about your scheme.

1.7.1 Scheme members

Scheme member information is visible to scheme teams only. You can search for scheme members using the business name, ABN or by filtering for the most recently added members. The status column provides a quick reference to identify active, suspended or deactivated memberships.

The deactivated and paused statuses are driven by suppliers if they no longer wish to participate on the scheme, or if they are pausing their membership.

SCM0020 Prequalification Scheme: ICT Services

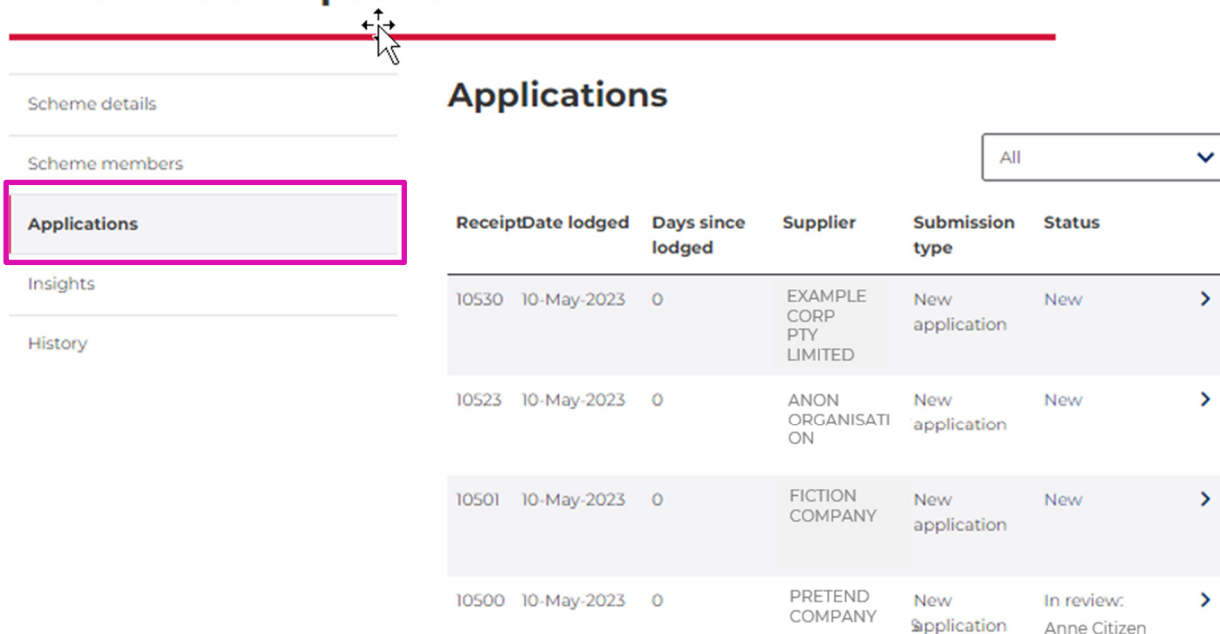


Business name	ABN	Status
SARP Pty Ltd	67122152078	Active
FORTESCUE METALS GROUP LTD	57002594872	Suspended
Department of Finance, Services and Innovation	81913830179	Deactivated

1.7.2 Applications

A scheme manager can access an application from this tab or see who else in the team might be reviewing it.

SCM0020 Prequalification Scheme: ICT Services



ReceiptDate lodged	Days since lodged	Supplier	Submission type	Status
10530 10-May-2023	0	EXAMPLE CORP PTY LIMITED	New application	New
10523 10-May-2023	0	ANON ORGANISATION	New application	New
10501 10-May-2023	0	FICTION COMPANY	New application	New
10500 10-May-2023	0	PRETEND COMPANY	New application	In review: Anne Citizen

1.7.3 Insights

From your scheme details page, you can also access insights into the types of businesses applying for your scheme, the average number of applications received, turnaround times for applications, the number of resubmissions, reviewers and membership by capability.

SCM0020 Prequalification Scheme: ICT Services

- Scheme details
- Scheme members
- Applications
- Insights**
- History

Insights

This page provides collated information about the scheme, including total applications received, types of businesses applying for the scheme, volume of applicants over a given period as well as the turnaround times for application reviews.

[Export members CSV](#)

Application success



1.7.4 History

History provides an audit trail of all edits and amendments made to the scheme.

SCM0020 Prequalification Scheme: ICT Services

- Scheme details
- Scheme members
- Review applications
- Insights
- History**

History

A detailed list of amendments made to the scheme.

17-Feb-2023 3:40 PM

User name Sample buyer

Capabilities

- New items added to Capabilities:** 012 Time management

Reason (amend)

Added a question to project management capability

Section 2 – Updating a scheme

You can make changes to your scheme after it has been published. Use the Update scheme button at the top of the scheme detail page. To update your scheme, click on the scheme name from your dashboard and select the “Update scheme” button. Work your way through each screen needing amendments (using the left-hand navigation bar or the next button).

SCM0020 Prequalification Scheme: ICT Services

Scheme details

- Scheme members
- Applications
- Insights
- History

Update scheme

5724 Approved suppliers	17 Applications this week	1 Pending applications	16-May-2023 Last updated
-----------------------------------	-------------------------------------	----------------------------------	------------------------------------

Managed by NSW Department of Customer Service

2.1 Scheme edits

Editing a scheme means to correct a spelling error or to clarify instructions for an applicant – i.e. it won't change the scope of the scheme or its basic structure. If you edit a scheme no notifications will be sent to scheme members, although the edit will be recorded in the scheme audit trail.

2.2 Scheme amendments

Amendments to a scheme include:

- adding or removing capabilities or questions under a capability,
- any modification of the scheme specific questions,
- the modification of the scheme 'terms and conditions'.

Amendments change the scope of a scheme and notifications will be automatically sent to scheme members. The amendment is also recorded in the scheme audit trail.

NOTE: when entering text in the explanation box for amendments, please **DO NOT** copy and paste from Microsoft Word as this creates a formatting issue. If you need to paste in text, please do so from the Notepad app (simply search for this on your start menu).

Please refer to the table under 1.4 for a checklist of possible amendments by scheme team members.

2.3 Adding a capability to a scheme

Important: if a template or response form needs to accompany a new capability group or question, you must upload the document on the Instructions page of the scheme and only then, add the new capability group or question.

3. Publish

Done
Submit

Supplier information	✓ Ready to submit	>
Global questions	✓ Ready to submit	>
Scheme specific questions	✓ Ready to submit	>
Capabilities	✓ Ready to submit	>
Terms and conditions	✓ Ready to submit	>

Changes you made

Capabilities

- New items added to Capabilities: 012 Time management

Change reason *

Added a question to project management capability

Change type *

Edit
An editorial change might include clarifying information for suppliers or correcting a spelling error.

Amend
An amendment is a significant change to a scheme and may alter its scope. For example, adding new capabilities or removing existing capabilities. Scheme members are notified of amendments.

< Back × Cancel Save ✓ Amend scheme

Published amendments to schemes prompt an automated email to scheme members, describing the amendment and the reason for it. This information is taken directly from the change reason text box as illustrated above.

All amendments and editorial changes are recorded on the scheme details page, under the History tab (see 1.7.4).

2.4 Updating scheme templates relating to a question

If you need to update a template related to the scheme specific question or capability, please contact the buy.nsw team.

2.5 Managing scheme reviewers and screeners

Select the scheme you wish to manage from your schemes dashboard. On the scheme's page, select "Scheme reviewers" from the left-hand navigation bar. From here, you can add or remove reviewers or screeners as required.

To add reviewers, start typing their email address to prompt a drop-down of options. If you cannot see a staff member in this list, ensure they have registered as a buyer on the Supplier Hub.

The names already listed on this screen will have been added by the scheme owner when the scheme was set up on this new application.

Note: not all schemes have screeners.

Section 3 – Reviewing a scheme application from a supplier

3.1 Reviewing a scheme application

You need to be logged into your buy.nsw buyer account to review applications.

If you are responsible for more than one scheme, use the dropdown arrow to select the scheme applications you wish to review. You can also refine your search by using the status dropdown box to select 'all' or 'new' applications.

Then click on the application row you wish to start reviewing.

Review applications

A list of current applications to schemes you own or manage and their status. You can filter the list by scheme or status. Select an application to start a review or for more details.

SCM0020 Prequalification Scheme: ICT Services				All	
Receipt	Date lodged	Days since lodged	Supplier	Submission type	Status
10035	24-Feb-2023	6		New application	New
10034	24-Feb-2023	6	EXAMPLE CORP LIMITED	New application	New

[View all applications >](#)

Make sure you are familiar with your scheme's requirements and terms. Use the left-hand navigation pane to view the scheme details if required. This pane will take you through the introduction, scope, and capabilities of the scheme as well as links to associated documents or terms and conditions specific to the scheme.

SCM0020 Prequalification Scheme: ICT Services

[← Back to all applications](#)

EXAMPLE CORPORATION LIMITED

This is a single page view of supplier insights and capabilities you will need to consider when reviewing the application.

Status	In review: A Reviewer
Date lodged	24-Feb-2023
Days since lodged	6 days
Scheme ID	SCM0020

Capabilities applied for

- ERP software and platform as a service
- Enterprise & Business Architecture

[< Check back in](#) [Continue review >](#)

3.2 Steps to review

Note: Reviews are completed in a linear fashion. If one screener or reviewer has an application open, they will need to complete their review before the next reviewer can access the application.

To review an application use the left hand navigation or the buttons at the bottom of the screen.

You will be required to approve or reject each page to mark it as complete on the navigation bar.

Membership level: Registered supplier list

Review application

- To do
Supplier information
- To do
Company profile
- To do
Global questions
- To do
Capabilities
- To do
Scheme specific questions
- To do
Terms and conditions
- To do
Approve or reject

[← Back to application summary](#)

Review application

You must review and complete each section of a supplier's application to complete the review process. Your progress is shown on the bar on the left of the screen.

Navigating the review process:

By beginning this review you have checked out the application. You may save and return to the application at any time. However, if you do not check-in the application after saving it, other reviewers will not be able to complete the review or add any notes.

To check-in an application, select the Check back in button on the [summary page](#)

For each review stage you will need determine if the applicant meets requirements or not before progressing. If required, you will also be prompted to provide a reason why they do not meet requirements.

Clicking on "Does not meet requirements" does not block you from reviewing the rest of the application.

Before you begin:

- Make sure you are aware of the review process, your scheme policies and rules.
- If adding notes, be specific so that the reader understands any actions you ask them to do.
- Internal notes remain visible to other reviewers only.
- You'll be given an opportunity to edit the notes for the supplier prior to completing your review and either accepting or rejecting the application.

[< Back](#) [X Cancel](#) [Next >](#)

3.3 Supplier information

This information is auto populated from the applicant's buy.nsw Supplier Hub account. The applicant will have been prompted to check this information is correct, and to amend it in their buy.nsw Supplier Hub account prior to submitting.

Review application

To do
Supplier information

To do
Company profile

To do
Global questions

To do
Capabilities

To do
Scheme specific questions

[← Back to application summary](#)

Supplier information

The following information has been provided by suppliers as part of their Supplier Hub profile and has been pre-populated in this scheme application.

[View full supplier profile](#)

Company details

- ABN: 00000000000
- Entity name: EXAMPLE CORPORATION LIMITED
- Date established: 1-Jul-2004

Contact details and address

Assessment

Review the supplier information and confirm if meets/does not meet requirements.

You must confirm if the information provided meets requirements before continuing to the next section

- Meets requirements
- Does not meet requirements

Internal note

Enter internal note

Internal notes are only visible to scheme managers and owners. Your notes need to be clear and to the point. Internal notes from others cannot be edited or deleted.

Note to supplier

Enter note to supplier

Notes to supplier are optional and are for this section only. They will be provided to the applicant. They should be easy to understand and state if an action is required by the applicant. You will be given an opportunity to add more notes and edit these ones prior to approving or rejecting the application.

[← Back](#)

[X Cancel](#)

[Next >](#)

Each page of the application features this assessment area. You must select if the applicant meets requirements or not and if they do not, a note to the supplier must be included.

3.4 Internal note versus supplier notes

Internal notes are for the reference of reviewers, owners, and managers only and remain invisible to the applicant. All notes to the supplier will be collated and sent to them as part of the assessment response.

If an application has more than one reviewer, only they can edit their own in-application notes. It's important to ensure that the notes written for the supplier from different reviewers don't contradict

each other, and clearly state if an action is required. However, you can edit these notes at the final approval/rejection stage.

3.5 Assessing capabilities

On this page you will see how many capabilities have been applied for. The questions answered by the applicant are included below, as well as any document upload requested. Clicking on files will download them for your review.

Membership level: Registered supplier list

Review application

- Done Supplier information
- Done Company profile
- Done Global questions
- To do Capabilities**
- To do Scheme specific questions
- To do Terms and conditions
- To do Approve or reject

[← Back to application summary](#)

Capabilities

This applicant has applied for **2/57** capabilities.

All capabilities need to be assessed at the required scheme level. When assessing, be sure that any referee reports or experience examples refer to those specific capabilities. You will need to confirm under each individual capability if the applicant satisfies the scheme requirements.

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

Question 1:

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

Response type:

File upload

Response:

- Obvious file name.pdf**
20220728_093949_resized.jpg
(JPEG, 1,187 kb)

Question 2:

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

Response type:

File upload


You will be prompted to state whether each capability question applied for meets requirements or not. You will also have an additional assessment text box at the end of the capabilities review for any overarching comments or requests for more information.

If the application does not meet requirements, you are required to explain why and provide clear actions for the supplier who can then re-submit the application if they wish to.

Assessment Q02

You must confirm if the information provided meets requirements before continuing to the next section

- Meets requirements
- Does not meet requirements

Internal note 

 This field is required.

Internal notes are only visible to scheme managers and owners. Your notes need to be clear and to the point. Internal notes from others cannot be edited or deleted.

Note to supplier 

 This field is required.

Notes to supplier are optional and are for this section only. They will be provided to the applicant. They should be easy to understand and state if an action is required by the applicant. You will be given an opportunity to add more notes and edit these ones prior to approving or rejecting the application.

3.6 Scheme specific questions

Some schemes have specific questions. Scheme specific questions include supplier experience, licences, demonstration of systems and processes.

When reviewing responses to scheme specific questions you will need to select if the application meets/does not meet requirements. If they do not meet requirements, you will need provide a note to the supplier that explains why and how it can be remediated.

Membership level: Registered supplier list

Review application

Done
Supplier information

Done
Company profile

Done
Global questions

Done
Capabilities

To do
Scheme specific questions

To do
Terms and conditions

To do
Approve or reject

[← Back to application summary](#)

Scheme specific questions

Scheme specific questions are not capabilities and are general requirements specific to your scheme. They are mandatory for applicants to complete. You will need to confirm if the supplier meets or does not meet the requirements for all these questions.

SCM0020 scheme specific questions

Insurances - registered

Do you agree to provide proof of the following relevant insurances at time of tender or engagement:

- \$IM professional indemnity insurance
- Where required by law, workers' compensation insurance
- \$SM public liability Insurance
- If supplying products such as hardware or software, \$SM product liability insurance.

Response type:

Radio button yes/no

Response (optional):

Yes

3.7 Terms and conditions – global and scheme specific

The terms and conditions can be scheme specific. When you are reviewing applications, you will see whether a supplier agreed with these terms and conditions. If a supplier does not agree to the terms and conditions they are unable to submit their application.

Membership level: Registered supplier list

Review application

✓ Done
Supplier information

✓ Done
Company profile

✓ Done
Global questions

✓ Done
Capabilities

✓ Done
Scheme specific questions

○ To do
Terms and conditions

○ To do
Approve or reject

[← Back to application summary](#)

Global terms and conditions

Global terms and conditions apply to all schemes. Applicants must agree to all terms and conditions to meet scheme requirements.

Scheme specific terms and conditions

Scheme specific terms and conditions are related to your scheme and include items such as contracting frameworks or commercial arrangements. Applicants must agree to these terms and conditions.

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

Response:

Agree

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

Response:

Agree

Assessment

Use the boxes below to explain how the applicant has or has not met all terms and conditions of the scheme.

You must confirm if the information provided meets requirements before continuing to the next section

- Meets requirements
 Does not meet requirements

3.8 Approving or rejecting a scheme application

The summary page shows the completion status of each of the application steps. All notes on the previous steps are collated at the bottom of the page and you can review your own notes and those of other reviewers.

At this time you can also apply a financial limit to the application. Any limitations entered will show up on the supplier's profile on Supplier Hub.

Notes to suppliers can be edited or amended once you have selected approve or reject. Notes to the supplier need to be clear and concise with actions noted if more information is required.

Important: Notes are often reviewed in future audits. Make sure all notes clearly articulate reasons for approval/rejection. Document any action required.

Review application

✓ Done
Supplier information

✓ Done
Company profile

✓ Done
Global questions

✓ Done
Capabilities

✓ Done
Scheme specific questions

✓ Done
Terms and conditions

○ To do
Approve or reject

[← Back to application summary](#)

Approve or reject application

You need to complete each section of the review before you can reject or approve the application.

Selecting Reject or Approve will initiate a process where the scheme applicant is sent a message containing any notes included for them during the application review process. You will be able to edit the notes for the supplier once you have selected approve or reject.

If your scheme has a multi-step approval process, and you are not the final reviewer, the next person in the process will now be able to complete their review.

Once approved to join a scheme, the Supplier Hub registration details of the applicant will be updated to show membership.

Section	Review summary
Supplier information	✓ Meets requirements >
Company profile	✓ Meets requirements >
Global questions	✓ Meets requirements >
Capabilities	✓ Meets requirements for 1/2 applied capabilities >
Scheme specific questions	✓ Meets requirements >
Terms and conditions	✓ Meets requirements >

Membership level

Limitation

Add an optional financial limit to this scheme membership. This will be visible to buyers when viewing suppliers scheme memberships.

No financial limit

Financial limit of:

Assessment

Please review all notes prior to approving/rejecting the application.

You can edit or amend notes to the supplier once you have selected approve or reject. Notes to the supplier should be clear and concise and include detail of additional requirements.

Internal notes (3)	▼
Notes to supplier (3)	▼

3.9 Rejecting or accepting an application

Selecting the reject or accept button will prompt a new window to open asking you to confirm your decision and provide a rejection reason and notes to supplier. This might include a request for additional information or advice on how to be successful on future applications.

You are about to reject this application ✕

Are you sure you want to reject this application?

By rejecting this application you are confirming the supplier has not met the requirements for scheme membership and will not be admitted to your scheme. You must provide a rejection reason to the supplier.

The notes to supplier have been collated from all sections of the review for their reference. Before completing the rejection, review and edit/delete the notes as required. All notes to the supplier will be automatically sent to them as part of this process.

Rejection reason

Notes to supplier

Supplier information
Note

Company profile
Note

Capabilities: Q02 ERP software and platform as a service
more info here

✕ Close 🚫 Reject

You are about to approve this application ✕

Are you sure you want to approve this application?

By approving this application you confirm the supplier has met the requirements for scheme membership. Their profile will be updated with the scheme approval and they will appear on buyer searches as a scheme member.

Before completing the final approval check the notes to the supplier and edit/delete any as required. All notes to the supplier will be automatically sent to them as part of this approval process.

Notes to supplier

Supplier information
Note

Company profile
Note

Capabilities: Q02 ERP software and platform as a service
more info here

✕ Close ✓ Approve

3.10 Notifying supplier of application outcome

An automated email is sent to the scheme contact on the outcome of an application, along with next steps.

Section 4 – Managing scheme members

4.1 Suspending a supplier

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 need to suspend a supplier from a scheme, go to your schemes dashboard and select the scheme. In the left-hand navigation bar for that scheme, select “Scheme members”. You can search for a member by name or ABN. You can also scroll through all members to find them.

SCM0020 Prequalification Scheme: ICT Services

Scheme details

Scheme members

Scheme reviewers

Insights

History

Scheme members

Search current supplier list

Newest first

Business name	ABN	Status
Example Corporation Pty Limited	0500000000	Active
Fiction Partners	0100000000	Deactivated
Pretend Pty Ltd	0200000000	Paused

Select the supplier by clicking on the arrow at the end of their entry. Then select Suspend supplier.

SCM0020 Prequalification Scheme: ICT Services

← Back to Scheme members

Example Pty Limited

active

Suspend supplier

Supplier information Membership history Application history

Application history

When you select “Suspend supplier” you will be prompted to select the type of suspension and provide a reason.

IMPORTANT: once a supplier has been suspended only a scheme owner or buy.nsw system administrator can reactivate the membership or account.



You are about to suspend this supplier from scheme SCM0020

In suspending this supplier they will be notified of the suspension, provided with the scheme contact details and given the reason.

Suspension type *

Non-compliance

Non-compliance suspensions are temporary in nature. A supplier can be suspended for breaching schemes rules or unsatisfactory performance.

What happens now?

- The supplier is no longer visible as a scheme member of the suspending scheme on buy.nsw.
- All schemes the supplier is a member will be notified.
- Only the scheme owner of the suspending scheme can reactivate the supplier's scheme membership.

Poor conduct

Poor conduct suspensions include prosecution for work health and safety breaches, corrupt conduct, breaches of the Corporations Act, company insolvency or substantiated poor contract performance.

What happens now?

- The supplier is no longer visible across all buy.nsw applications and will not be matched to or be eligible for any government supply opportunities.
- The supplier has been suspended from all schemes they are a member of.
- The supplier has been removed from any buyer shortlists.
- Reactivation of the supplier's membership can only be completed by buy.nsw system administrators.

What happens now?

- A suspended supplier will no longer be visible to buyers.
- All buyers with an active arrangement with this supplier will be notified of the suspension.
- The supplier will be notified that they have been suspended.
- If suspended for poor conduct, the supplier profile will be suspended across buy.nsw.
- This suspension will take effect immediately.

Suspension reason *

You must include a reason for the suspension and any remediation action required by the suppliers. The suspension reason will be provided to the supplier, your scheme team and all other scheme owners.

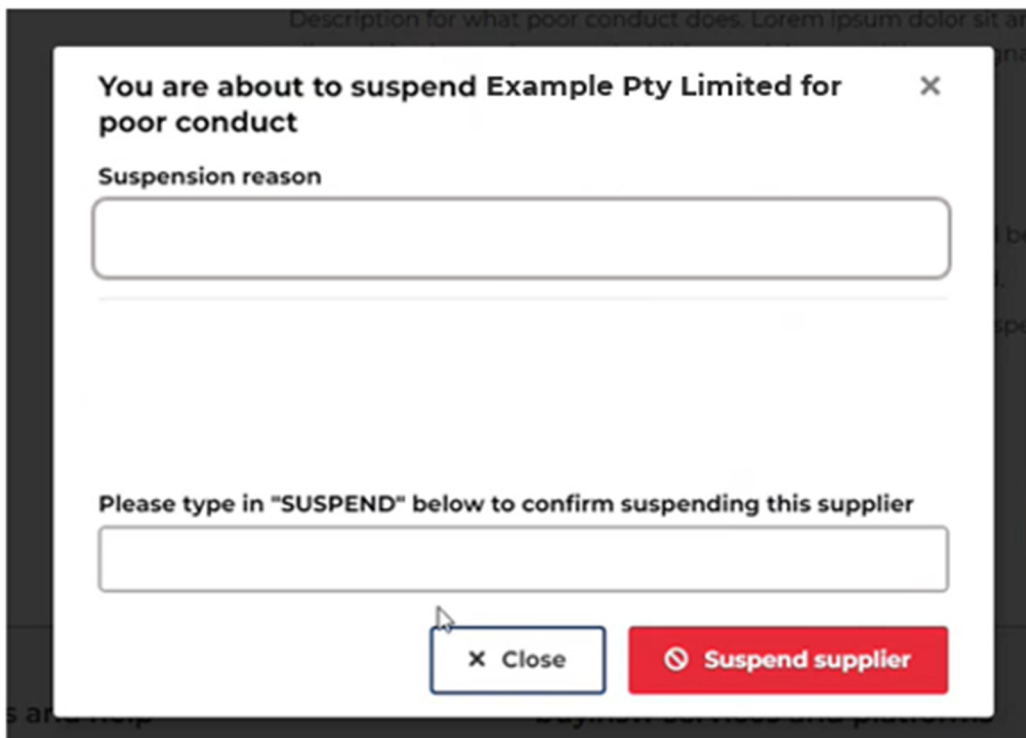
I acknowledge the above *

X Cancel

Suspend supplier

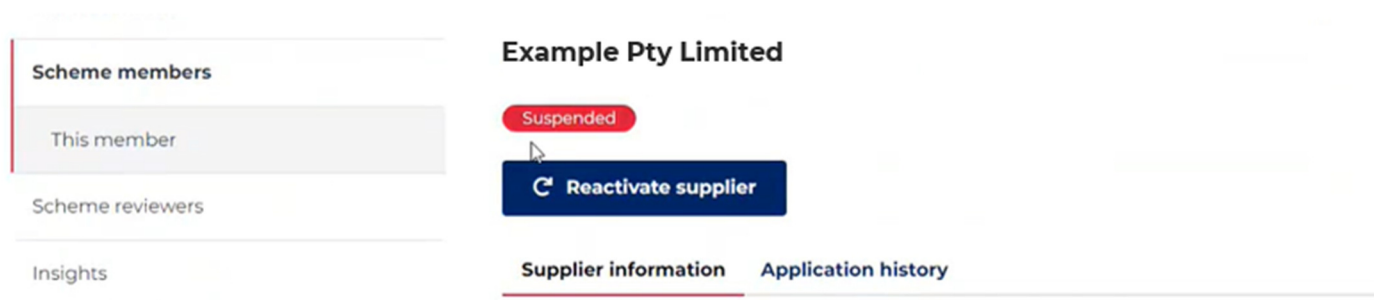
Once you have read the information on this page and ticked the acknowledgement box, click "Suspend supplier". This will present a final prompt for you to confirm the suspension of the supplier from the scheme.

IMPORTANT: A supplier suspended for poor conduct cannot be reactivated. They will need to reapply for scheme membership.



4.2 Reactivating a suspended supplier

If a supplier has satisfied your scheme's requirements to be reactivated, you can do this by selecting the supplier from the scheme member list and clicking "Reactivate supplier". The duration of suspension will depend on your particular scheme.



4.3 Definitions

Scheme owner	Creates and manages a scheme, may be required to approve applications. Is the only role that can suspend a supplier.
Reviewer	Reviews, assesses, and approves scheme applications
Screeener	Optional role to ensure all relevant documents are attached to the application
Edit	Editorial changes to a scheme's contents which doesn't change the scope (eg spelling errors)
Amendment	Significant changes to a scheme which changes the scope (eg additional or removed capabilities, updates to questions and templates)

4.4 Help and support

You can find help by emailing the buy.nsw team on buy.nsw@customerservice.nsw.gov.au

Alternatively, you can call the customer care team on 1800 679 289.