

Frequently Asked Questions

Is the IT Infrastructure Register mandated?

The Register is mandated by all government departments and agencies bound by VGPB procurement policies. The Register is available for use by other government agencies including local government on a discretionary basis.

How do I get access to the Confidential Information for the IT Infrastructure Register?

Refer to the "[Confidential Information](#)" section of the portal which is located on the bottom of the page for more information.

What if the supplier asks us to sign their own unique Purchase Order as part of doing business under the Register?

Suppliers and buyers **are required to use the mandatory *IT Infrastructure Register Purchase Order Contract (PO)* for all transactions** under the Register. Buyers **must not use or sign** unique supplier-generated POs under the Register's rules of use.

Is the number of suppliers on the IT Infrastructure register restricted?

There is no restriction on the number of suppliers. As long as the suppliers complete an application form and it is approved then they can be added.

Is it possible for suppliers to propose variations to the IT Infrastructure Register terms and conditions?

No. Terms and conditions are not negotiable.

Can prequalified suppliers change their nominated categories during the term of the IT Infrastructure Register?

Prequalified suppliers can alter their nominated categories at any time by notifying the category manager through the it.infrastructure@dpc.vic.gov.au.

What is required from prequalified suppliers in the completion of *IT Infrastructure Register Application to Access to get in the IT Infrastructure Register*?

Each prequalified supplier is required to include minimum discount levels for the categories they have nominated. **No pricing should be submitted.**

However, pricing can be discussed in *Attachment A: Experience and qualifications of personnel* including daily rates. Disclaimers (e.g. pricing will be reviewed on a periodic basis) can also be added.

If I am a prequalified supplier, how do I update my contact details?

Contact details can be updated at any time by emailing the category manager via it.infrastructure@dpc.vic.gov.au.

What is out of scope of the IT Infrastructure Register?

Cloud computing and goods and services currently available under existing SPCs are out of the Register's scope.

Is there a timeline for suppliers to have their registration completed?

There are no timelines for suppliers to have their registration completed. The quicker the application is submitted and processed/approved the sooner a supplier can get government business.

Does the PO Contract need to be executed each time a purchase is made for hardware/service under the Register?

Once a supplier has agreed to the PO Contract (as part of the application process), only the PO variables (Section H of the PO contract) needs to be executed for each purchase of hardware/service.