



CUATIS2024 Technology Infrastructure and Solutions

Frequently Asked Questions (FAQ)

This FAQ clarifies the scope and boundaries of CUATIS2024. For more details, please visit the [Technology Infrastructure and Solutions CUATIS2024](#) website.

Additionally, the [General Procurement Direction 2025/07 – Western Australian Procurement Rules](#) provide overarching guidance on approved procurement methods.

General Scope of CUATIS2024

1. What is CUATIS2024?

CUATIS2024 is the Common Use Arrangement that replaces the expired GovNext-ICT CUA (CUAGNICT2015). It provides access to essential ICT infrastructure Goods and Services, including:

- Infrastructure networks
- Storage solutions (data centres, colocation, and hybrid cloud)
- Managed communications (telephony, UCaaS, and advanced unified communications)
- Managed infrastructure services

While all GovNext services have been mapped to CUATIS2024 and CUATELS2021, they have not been replicated exactly under a single CUA or panel/category. This deliberate approach offers agencies greater flexibility and supports more specialised procurement strategies.

CUATIS2024 is outcome-focused and technology-agnostic, meaning agencies are not restricted to specific products or brands, provided the Goods and Services fall within the scope of the relevant category.

Where requirements are not covered under CUATIS2024 or any other CUA, agencies may procure these through alternative methods, such as an open market tender, in accordance with the WA Government Procurement Rules.



2. Does CUATIS2024 include predefined product or service catalogues or price schedules and how does its pricing model work?

CUATIS2024 does not maintain any predefined product or price catalogues. This is designed to give agencies flexibility to tailor their procurement to their specific requirements and access the latest technologies. CUATIS2024 is technology-agnostic, so agencies are not limited to any brand or service delivery model. Contractors may offer any suitable brand or service within scope of the category.

To purchase under CUATIS2024:

- Agencies state their requirements in the Order/Quote Form and submit it to the minimum number of Contractors in the relevant category, as per the Buying Rules.
- Agencies can, based on their requirements, either structure their own price schedule in the Quote/Order Form (considering one-off purchases, period service contracts, etc.) or allow Contractors to propose their own pricing schedule when responding.

The CUATIS2024 pricing model applies a minimum percentage discount rate (Discount Rate) to the total cost of an Order. Contractors must provide:

- An itemised list of Goods and/or Services.
- Recommended retail price (RRP) for each item.
- A breakdown of the Discount Rate applied.
- Any additional discounts beyond the minimum.

Note: The Discount Rate alone may not represent the best value for money, especially if the RRP is higher. Agencies should assess offers holistically, considering both pricing and the suitability of proposed solutions.

3. Does CUATIS2024 include the procurement of the following:

- **Large-scale software licensing agreements or enterprise software subscriptions**
- **Software-Defined Networking (SDN) solutions**

No. The standalone procurement of these requirements is out of scope of CUATIS2024. Agencies are required to procure these requirements in accordance with the WA Government Procurement Rules.

For the implementation and ongoing management of SAN solutions, agencies should use CUAICTS2021 Information and Communications Technology Services CUA, which covers ICT consultancy, implementation, operations and support.



Depending on agency requirements, networking or data centre solutions may be procured as part of a broader bundled engagement under:

- Panel 2 – Hybrid Cloud

In the context of software-defined platforms and hybrid infrastructure management. If a modern networking solution includes SDN, virtualised network functions or cloud-integrated orchestration platforms as part of a hybrid cloud architecture, it would likely fall within Panel 2.

- Panel 3 – Managed Services

Where the solution is delivered as part of a Managed Service engagement.

Panel 1: Infrastructure and Facilities

4. Does CUATIS2024 cover software maintenance and support for existing infrastructure equipment not purchased under this CUA?

No. Panel 1 only includes maintenance services for equipment procured under CUATIS2024. It explicitly excludes ongoing software maintenance, technical support or any other services for infrastructure equipment not originally purchased through this arrangement.

Agencies requiring support for pre-existing equipment must use alternative procurement methods in accordance with the Western Australian Procurement Rules.

5. Are there limitations on the software configuration or licensing types offered for Panel 1 infrastructure equipment?

Yes. Panel 1 is focused on the procurement and maintenance of infrastructure equipment for its core, intended functionality. Licensing or configurations that primarily enable software-defined networking or cloud-based networking/data processing services are explicitly excluded under the stated exclusions for:

- Software-defined networking solutions
- Cloud-based networking, data storage, or processing services

6. Are cloud-based management solutions for physical infrastructure included under Panel 1?

No. Panel 1 does not include cloud-based management solutions for physical infrastructure. Specifically:

- Category 1A - Networking Equipment, excludes software-defined networking solutions and cloud-based networking services.



- Category 1B - Data Centre Equipment, excludes cloud-based data storage and processing services.
- Category 1C – Colocation, excludes managed hosting services and cloud-based infrastructure services.

Therefore, any solution primarily enabling cloud-based management or software-defined networking falls outside the scope of Panel 1.

The intent of Panel 1 (Infrastructure and Facilities) is to allow agencies to procure standalone physical infrastructure equipment that does not require a management service layer. Agencies may bundle basic software or licences necessary to support the core functionality of the equipment. However, enterprise software subscriptions or licensing agreements that extend beyond basic operation, such as advanced cloud-based management platforms, are considered out of scope for Panel 1.

Depending on agency requirements, cloud-based management solutions may be procured under Panel 3 (Managed Services) as part of a broader managed service engagement.

Panel 2: Hybrid Cloud

7. Does Panel 2A - Hybrid Cloud, include Public Cloud Services?

No. Panel 2A covers the management of software-defined platforms that facilitate the integration and management of on-premises and private cloud resources. It explicitly **excludes** "Public cloud services". Public cloud services (such as Infrastructure-as-a-Service, Platform-as-a-Service or Software-as-a-Service) are typically procured through other specific Platform Services Common Use Arrangements, such as Amazon Web Services (CUAAWS2020) and Microsoft (CUAMS2019).

8. Are generic hosted services (e.g., hosted applications, hosted data platforms, or broader “as-a-service” solutions) part of CUATIS2024?

No. CUATIS2024 focuses on underlying physical and hybrid cloud infrastructure and its direct management. Generic hosted services typically fall under Public Cloud, which is explicitly excluded from CUATIS2024 Panel 2A. These services are primarily covered by specific Platform Services CUAs (e.g., CUAAWS2020 and CUAMS2019) or broader support options under CUAICTS2021.

Panel 3: Managed Services

9. Can identity and security requirements be procured under Panel 2 (Hybrid Cloud) and Panel 3 (Managed Services)?



Identity and security requirements, such as Identity and Access Management, Multi-Factor Authentication, directory services and cybersecurity, are not explicitly covered as standalone procurement items under CUATIS2024. These solutions cannot be procured individually through CUATIS2024 but can be bundled as part of a broader service delivery or outcome under Panel 2 (Hybrid Cloud) or Panel 3 (Managed Services).

While all service requirements previously available under GovNext have been mapped to relevant CUAs, they may not be replicated exactly under a single CUA or panel/category. This modular approach is designed to give agencies greater flexibility and enable more specialised procurement.

Agencies have the discretion to define their specific identity and security needs and determine the procurement strategy best suited to achieve their outcomes. For example, agencies may choose to:

- Conduct one procurement process for all requirements, or
- Run multiple procurements for discrete packages of Goods and/or Services.

Depending on the nature of the requirement, agencies may use:

- CUAICTS2021 ICT Services where the need is for services only.
- CUATIS2024 Panel 2 or Panel 3 if identity and security requirements are part of a larger managed service or infrastructure solution.

However, the procurement of standalone enterprise business solutions for identity and security, such as IAM platforms, MFA tools or cybersecurity software, is not within scope of either CUAICTS2021 or CUATIS2024. Agencies seeking to procure such solutions must do so in accordance with the WA Government Procurement Rules, which may involve open tenders or other approved procurement methods.

10. Can a contractor on CUAICT2021, who is not on CUATIS2024 Panel 3B, offer security infrastructure services or managed security services?

Yes. CUATIS2024 Panel 3 (Managed Services) is not intended to replace services offered under CUAICTS2021. Contractors on CUAICTS2021 can continue to provide these services under that arrangement.

General Procurement Guidance

11. When is using CUATIS2024 mandatory, and when can agencies procure outside of it?

CUATIS2024 is **mandatory** for [Approved register of who can buy from CUAs](#) in the Perth metropolitan region. It is **non-mandatory** for regional areas. Refer to the



[Technology Infrastructure and Solutions CUATIS2024](#) website for the CUATIS2024 Buying Rules.

12. There seems to be some overlap in service delivery between CUATIS2024, CUATEL2021 and CUAICTS2021. How should agencies approach procurement in this situation?

All three CUAs are mandatory. Agencies have the discretion to determine the procurement strategy that best aligns with their specific needs. This can include:

- Procuring components of their overall requirements across multiple CUAs; or
- Conducting a single end-to-end procurement under one CUA.

However, for an end-to-end procurement under a single CUA, all requirements must fall within the scope of the chosen CUA. Even if most of your procurement is in scope, any out-of-scope items must not be included in the same order.

13. What is the role of each agency in relation to procurements under CUATIS2024?

The Department of Treasury and Finance (Contract Authority) is responsible for managing the overarching Head Agreement, including:

- Maintaining the CUA framework and governance.
- Providing advice on the Buyer's Guide.
- Monitoring the CUA's and Contractors' performance at the Head Agreement level.

The Department of Housing and Works assists agencies with the development of Customer Contracts. In line with the Buying Rules, this may include:

- Reviewing Customer Contract documentation.
- Facilitating the procurement process where required.
- Ensuring compliance with the CUA Buying Rules and Western Australian Procurement Rules in the establishment of a Customer Contract.

Agencies (Customers) are responsible for:

- Determining its business requirements and procurement strategy.
- Conducting value-for-money assessments during the quotation process.
- Managing the Customer Contract and overseeing day-to-day contract performance.