



# Australian Government

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## Department of Finance

### What does the Telecommunications Management Panel (TMAN) offer?

The TMAN Panel covers activities and services entities may need to manage their overall telecommunications technologies, applications and/or projects. Managed services supplied through the Panel are divided into eight capability groups:

- R1 – Requirements analysis, design and specification of telecommunications services
- R2 – Consolidated telecommunications help desk support services
- R3 – Consolidated service level management
- R4 – Consolidated telecommunications billing and inventory management
- R5 – Contract management activities
- R6 – Enhanced operations management
- R7 – Specialist advisory
- R8 – Support activities.

### Why has the Government put Panel arrangements in place for the provision of managed telecommunications services?

The Australian Government has established this Panel to provide a mechanism for entities to engage service providers for telecommunications management. This Panel provides entities with an opportunity to purchase any or all elements of a managed telecommunications service required to supplement their internal capabilities.

Due to the standard terms and conditions of the Panel, entities' purchasing processes are expected to be more streamlined.

The overall strategic objectives of the coordinated procurement of telecommunications management services are to:

- achieve savings in Commonwealth telecommunications expenditure

- improve price transparency of telecommunications services for the Commonwealth
- reduce the cost and duplication of procurement processes for both the Commonwealth and the industry
- continue to support competition and innovation in the telecommunications industry.

### How does the TMAN Panel work?

TMAN Panellists have agreed to provide managed telecommunications services to entities under the terms and conditions of the Deed of Standing Offer for Telecommunications Life-Cycle Management Services (TLMS Deed). The TLMS Deed establishes the structure under which Panellists will supply deliverables and services to entities.

Entities can request a quotation for the provision of managed services from the TMAN Panel and manage their individual TLMS contracts, including negotiations with potential contractors.

Entities have the responsibility to evaluate responses, select a preferred provider and obtain their procurement delegate's approval. Entities are to ensure services offered are fit for purpose and meet their requirements.

### Who manages the panel?

The Department of Finance is responsible for managing the TLMS Deed on behalf of the Australian Government.

### Who do I contact if I have further questions in relation to the panel?

To access the TMAN Panel's user group on [govdex.gov.au](http://govdex.gov.au), or for any other enquiries regarding the Panel, please contact (02) 6215 1597 or [ICTprocurement@finance.gov.au](mailto:ICTprocurement@finance.gov.au).