



CUA Mapping Guidance for Modern ICT Domains

This guide assists Western Australian Government agencies in identifying the most appropriate Common Use Arrangement (CUA) for their procurement requirements, taking into account procurement intent, desired outcomes, operating model and delivery approach.

Recognising that some procurements may fall within the scope of more than one CUA, this guide provides structured decision pathways to support informed and defensible procurement decisions. Agencies should use this guidance to determine the CUA that best aligns with their primary procurement requirement and intended business outcome.

Where a procurement could reasonably be undertaken through more than one mandatory CUA, agencies have the discretion to select the CUA that best aligns with their procurement strategy, business requirements, value-for-money considerations, and applicable CUA Buying Rules. However, a single procurement process must not span multiple CUAs. If multiple CUAs are required, a separate procurement process must be undertaken for each CUA.

Relevant CUAs

Core ICT CUAs

- CUATIS2024 – Technology Infrastructure and Solutions
- CUAICTS2021 – ICT Planning, Implementation and Operations Services
- CUACMD2021 – Computing and Mobile Devices
- CUATEL2021 – Telecommunications Solutions

Platform Services CUAs

- CUAMS2019 – Microsoft Licensing Solutions
- CUAAWS2020 – Amazon Web Services

Professional Services CUA

- CUATPS2019 – Temporary Personnel Services

Guiding Principles

- Procurement decisions should align with the agency's intended operating model, ownership arrangements and desired business outcomes.
- Agencies should clearly define service ownership, accountability and operational responsibilities before approaching the market.
- More than one CUA may be relevant within a broader program of work; however, each procurement activity must be conducted through a single CUA.

- Overlaps and grey areas between CUAs are recognised and may represent valid procurement pathways where scope boundaries intersect.
- Where multiple CUAs could reasonably apply, agencies should select the CUA that best aligns with the predominant procurement requirement and intended outcome. Please contact the CUA Contract Manager for assistance.

Quick Selection Guide

What is the primary procurement requirement?

Primary Requirement	Preferred CUA
Technology platform, infrastructure, hosting or managed environment	CUATIS2024
ICT professional services, specialist resources or support services	CUAICTS2021
Telecommunications, network or connectivity services	CUATEL2021
End-user computing devices and peripherals	CUACMD2021
ICT temporary personnel	CUATPS2019

Key Distinction: Platform vs Services

A common decision point is distinguishing between a **technology outcome** and a **resource outcome**:

Use CUATIS2024 when:

- Procuring a technology platform, infrastructure capability, cloud environment, or managed service.
- The supplier is accountable for delivery of the technology outcome.
- The procurement is focused on technology ownership, service levels, or operational performance.

Use CUAICTS2021 when:

- Procuring specialist ICT resources, professional services, advisory services, implementation support, or operational expertise.
- The agency retains ownership and accountability for the underlying solution.
- The procurement is focused on people, skills, or service delivery rather than the technology platform itself.

Where both could reasonably apply, agencies should identify the primary procurement outcome and select the CUA that best supports that outcome.

ICT Domain Mapping

ICT Domain	Primary CUA(s)	Notes
Public Cloud (IaaS, PaaS, SaaS)	CUAAWS2020, CUAMS2019, CUA0149312	Platform Services CUAs
Private Cloud	CUATIS2024	Panel 2
Hybrid Cloud	CUATIS2024	Panel 2
Network Services	CUATIS2024, CUATEL2021	Internal infrastructure vs external carriage services
Telephony & Unified Communications	CUATIS2024, CUATEL2021	Platform vs connectivity
Satellite Services	CUATEL2021	Includes satellite hardware and connectivity
End-User Devices	CUACMD2021	Laptops, desktops, peripherals and mobile devices
ICT Personnel	CUATPS2019, CUAICTS2021	Personnel augmentation vs outcome-based services
General ICT Services	CUAICTS2021	Consulting, implementation, operations and support
Identity & Security	CUAICTS2021 or custom procurement approach	Depending on scope and procurement requirements

CUA Decision Framework

Q.	Decision Point	Yes	No	Indicative Outcome
1	Are you procuring a platform, system, hosting environment, infrastructure solution or managed technology service?	Proceed to Question 2	Proceed to Question 3	Likely CUATIS2024
2	Will the supplier own, operate, manage or be accountable for delivering the platform or infrastructure outcome under defined service levels?	CUATIS2024 - Panel 2 (Hybrid Cloud Services) - Panel 3 (Managed Services)	When procuring infrastructure assets, equipment or colocation facilities only, CUATIS2024 Panel 1 (Infrastructure and Facilities) may apply. If the predominant requirement is specialist ICT services rather than the platform itself, consider CUAICTS2021 .	Determine the intended ownership and operating model.
3	Are you procuring ICT professional services, specialist resources or advisory capabilities to design, implement, support or operate ICT solutions?	CUAICTS2021 For the enhancement, support, optimisation or operation of existing solutions and systems. New Systems or Solutions For the development of new systems or solutions,	Proceed to Question 4	Service-based procurement

		agencies should abide by the WA Procurement Rules.		
4	Are you procuring telecommunications or connectivity services, including internet, WAN, voice, mobile or network services?	CUATEL2021 - Panel 4 (Telephony Solutions); and/or - Panel 5 (Connectivity Solutions) CUATIS2024 If the requirements form part of a broader Managed Communications procurement, CUATIS2024 can be considered.	Proceed to Question 5	Connectivity procurement
5	Are you procuring end-user computing devices, peripherals or associated hardware?	CUACMD2021	Reassess the requirement against the preceding questions or seek procurement advice.	Device procurement

Scenario-Based Decision Flows

The following examples illustrate how the decision framework may be applied in common ICT procurement scenarios. They are indicative only and agencies should assess each procurement against its specific requirements, operating model, and desired outcomes.

Enterprise Backup Solution

Procurement objective: Enterprise data protection, backup and recovery capability.

Decision flow:

1. Is the agency procuring a backup platform or technology capability?
 - **Yes** → **CUATIS2024**
2. Will the agency own and operate the solution?
 - **Yes** → **CUATIS2024 Panel 1** (Infrastructure and Facilities)
 - **No** → Proceed to Question 3
3. Will the supplier provide an ongoing managed backup service and be accountable for service levels?
 - **Yes** → **CUATIS2024 Panel 3** (Managed Services)
4. Are specialist resources required to design, deploy or transition the solution?
 - **Yes** → Bundles as part of the procurement under **CUATIS2024 Panel 3** or as a separate procurement under **CUAICTS2021** for implementation services.

Likely outcome: Primarily **CUATIS2024**, with **CUAICTS2021** potentially supporting implementation activities through a separate procurement process.

Cloud SaaS Platform

Procurement objective: Software capability delivered as a cloud service.

Decision flow:

1. Is the solution delivered as Software-as-a-Service (SaaS)?
 - **Yes** → Proceed to Question 2
2. Is the supplier responsible for hosting, availability, maintenance and platform performance?

- **Yes** → **CUATIS2024 Panel 2** (Hybrid Cloud Services) and/or **Panel 3** (Managed Services)
3. Is the agency also procuring advisory, migration, integration or change-management services?
- **Yes** → Bundles as part of the procurement under **CUATIS2024** or as a separate procurement under **CUAICTS2021** may be appropriate.

Likely outcome: **CUATIS2024** for the SaaS platform, with **CUAICTS2021** potentially used separately for associated professional services.

Contact Centre Platform

Procurement objective: Customer engagement and contact centre capability.

Decision flow:

1. Is the requirement for a contact centre technology platform?
 - **Yes** → Proceed to Question 2
2. Will the supplier provide and operate the platform as a managed service?
 - **Yes** → **CUATIS2024 Panel 3** (Managed Services)
3. Is the agency retaining responsibility for some operational functions while the supplier manages the underlying platform?
 - **Yes** → Hybrid operating model.
4. Are specialist resources required for implementation, integration, workforce optimisation or business transformation activities?
 - **Yes** → Bundles as part of the procurement under **CUATIS2024** or as a separate procurement under **CUAICTS2021**.

Likely outcome: Primarily **CUATIS2024**, potentially supported by separate ICT services procurements where specialist resources are required.

Network Upgrade

Procurement objective: Enhance network connectivity and communications capability.

Decision flow:

1. Is the primary requirement connectivity, telecommunications, WAN, internet or network services?
 - **Yes** → **CUATEL2021**
2. Does the procurement also require network hardware, appliances or associated infrastructure components?
 - **Yes** → **CUATIS2024 Panel 1** may apply through a separate procurement process.
3. Are specialist resources required to design or implement the upgraded network environment?
 - **Yes** → Consider **CUAICTS2021** through a separate procurement process.

Likely outcome: **CUATEL2021** for connectivity services, with separate procurements under **CUATIS2024** and/or **CUAICTS2021** where required.

Hybrid ICT Environment

Procurement objective: Integrated on-premises and cloud-based technology environment.

Decision flow:

1. Is the solution comprised of both on-premises infrastructure and cloud services?
 - **Yes** → **CUATIS2024 Panel 2** (Hybrid Cloud Services)
2. Will the supplier manage and operate the environment under agreed service levels?
 - **Yes** → **CUATIS2024 Panel 3** (Managed Services)
3. Is the agency procuring specialist resources to design, migrate, integrate or transition the environment?
 - **Yes** → Bundles as part of the procurement under **CUATIS2024** or as a separate procurement under **CUAICTS2021** may be appropriate.

Likely outcome: Predominantly **CUATIS2024**, with potentially **CUAICTS2021** supporting implementation and transformation services through a separate procurement process.
