

**CCIQ**

**QAssure Supplier User Guide**

**CHAMBER OF COMMERCE AND INDUSTRY QUEENSLAND DISCUSSION DOCUMENT**

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# Introduction

CCIQ QAssure is the new, streamlined accreditation program for ICT suppliers wishing to be considered for Queensland Government work.

Managed by CCIQ, the CCIQ QAssure register of pre-qualified suppliers is also open to public and private companies, government-owned corporations, not-for-profits and other entities.

CCIQ QAssure is an online registration system providing vendors with a unique number ensuring they are accredited and qualified as an ICT Supplier for potential work with the Queensland Government. Suppliers will still need to apply for GITC accreditation, although this process is greatly simplified.

CCIQ QAssure is trusted gateway between Queensland ICT suppliers and the organisations needing their services.

The CCIQ QAssure Accreditation provides significant benefits not only to Government agencies, but also to the ICT industry.

As indicated on the Queensland Government’s website, where a GITC contract is used for the purchase of goods and services then the vendor needs to also hold a valid CCIQ QAssure number.

For more information on CCIQ QAssure or if you have any question please contact our support desk on:

* Telephone – 1300 731 988
* Email – qassure@cciq.com.au

# Definitions

Company/Business Definitions used within this Completion Guide are from the Australian Business Register (ABR) website.

### Australian Private Company

An Australian company that is not listed on the stock exchange and is not included in the description of Australian public company or cooperative.

### Body Corporate

The term ‘body corporate’ is considered to cover any artificial legal entity having a separate legal personality. These entities have perpetual succession. They have the power to act, hold property, enter into legal contracts, sue and be sued in their own name, just as a natural person can. The types of entities falling into these categories are broad and include:

* trading and non-trading;
* profit and non-profit-making organisations;
* government-controlled entities; and
* other entities with less or no government control or involvement. Included in the definition of Body Corporate are entities created by:
* common law (such as a corporation sole and corporation aggregate); · statute (such as the Australian Securities Investments Commission); and
* registration pursuant to statute (such as a company, building society, credit union, trade union, and incorporated association).

If an entity is not established under an Act of Parliament, or under a statutory procedure of registration, such as the Corporations Law or an Incorporation Act, it is generally not a Body Corporate. Each State and Territory has legislation that allows various kinds of non-profit bodies to become Bodies Corporate.

Bodies incorporated under these Acts are normally community, cultural, educational or charitable type organisations.

### Business

Includes any profession, trade, employment, vocation or calling, but does not include occupation as an employee.

### Companies

A non-individual client type. Company is defined to include:

* a Body Corporate, and
* any other unincorporated association or body of persons, but does not include a Partnership or a Non-entity Joint Venture.

### Contractor

A self-employed individual who usually enters into a contract for service with other parties. The contract is usually to achieve a result by carrying out specified work for the other party at an agreed price.

### Cooperative

This is an organisation with rules:

* limiting the number of shares held by one shareholder;
* prohibiting the quotation of its shares to the public; and
* establishing it primarily for the purpose of marketing, processing or storing commodities for disposal or distribution among its shareholders, or rendering other services to its shareholders.

### Corporate Unit Trust

A trust:

* that qualifies as a public unit trust;
* formed under an arrangement whereby a business or property previously carried on or owned by a company is transferred to the unit trust and the shareholders of the company are entitled to take up units in the unit trust; and
* that is either a resident unit trust or was a corporate unit trust in a previous income year.

### Director

A person appointed by the shareholders of a company or corporation to control or direct its affairs.

### Discretionary Trust

A trust that is neither a fixed trust nor a hybrid trust and under which a person or persons benefit from income or capital of the trust upon the exercise of a discretion by a person or persons, usually the trustee.

### Fixed Trust

A trust in which persons have fixed entitlements to all of the income and capital of the trust at all times during the income year. That is, the trustee is bound to make a distribution to the beneficiaries in a fixed or Name Definition predetermined manner, as set out in the trust deed. The fixed entitlement may be a specified fraction or a percentage.

### Foreign Company

A company that is not a resident of Australia.

### Holding Company

A company that holds the majority or controlling interest of shares in another company (known as a subsidiary).

### Incorporated Entity

Has the same characteristics as a company but is not incorporated as a corporations law company. It can be:

* a branch of an overseas company not incorporated in Australia (often the names end in corporation); · an incorporated association incorporated under a State Act; or
* an incorporated charitable institution.

### Joint Venture

See Non-entity Joint Venture.

### Legal Name

The name of the entity that appears on all official documents or legal papers. It may be different from the trading name.

### Non-entity Joint Venture

An arrangement that the Registrar is satisfied is a contractual arrangement:

1. under which two or more parties undertake an economic activity that is subject to joint control of the parties; and
2. that is entered into to obtain individual benefits for the parties, in the form of a share of the output of the arrangement rather than joint or collective profits for all the parties.

### Other Incorporated Entity

Includes an entity that has the same characteristics as a company but is not incorporated as a corporations law company. This category will include:

* a branch of an overseas company not incorporated in Australia (often the name ends in corporation);
* incorporated associations which are incorporated under a State Act; and
* incorporated charitable institutions. Partner An individual or entity that has entered into a partnership with others.

### Partnership

An association of persons carrying on a business as Partners or in receipt of income jointly, but does not include a Company.

### Family Partnership

A Partnership where two or more members are related to each other.

### Limited Partnership

A Partnership where the liability of at least one of the partners is limited.

### Other Partnership

A Partnership which consists of two or more people or entities carrying on a business or in receipt of income jointly. All other Partnerships that are not limited Partnerships or family Partnerships.

### Sole trader

A person running a business as an individual.

### Sub-contractor

A contractor who enters into a contract for service with another contractor. The contract is usually to achieve a result by carrying out Name Definition specified work for the other party at an agreed price. See Contractor.

### Trading Name

The name under which an entity trades, for example, ABC Pty Ltd trading as ‘Blocks on Blocks’.

An entity may have more than one trading name.

### Trust

One of the non-individual client types recorded in the system. A trust is a fiduciary relationship where a trustee holds property or income for the benefit of others (the beneficiaries). A trust is not a separate legal entity. See also:

* cash management trust;
* discretionary trust;
* fixed trust;
* fixed unit trust;
* hybrid trust;
* public trading trust;
* public unit trust. Go to the ABR website for these other trust definitions.

### Trustee

Is an individual or corporation that holds property or income in accordance with the trust deed for a particular purpose or purposes, or for the benefit of other people or classes of people who may or may not include the trustee. See trust.

# Completing the CCIQ QAssure Application

Completing the CCIQ QAssure Application is straight forward and will take on average 15 minutes. However in order to complete the process, you will need the following information:

For all applications the following mandatory documents or details are required

* Legal entity name
* Trading Name
* ACN/ARBN/BN (if an ACN is not supplied an ABN must be provided)
* Company Directors
* Public Liability Insurance
* Workers compensation
* Profit & Loss statement for past 2 years
* Balance Sheet for past 2 years
* Cash flow statements for past 2 years
* Performance Guarantee (if P&L, Balance Sheet, and Cash Flow statements are not available)
* List of Approved Parties (sub-contractors, suppliers or agents to the QAssure applicant)
* Authorised person’s details to execute the Deed of Agreement in accordance with s.127 of the Corporations Act 2001 (Cth)

## Organisation Details

The following definitions apply to elements that are required under the organisation details.

### Entity Type

The entity type (Individual, Partnership, Company, Trust Company etc) of the organisation applying for CCIQ QAssure accreditation. Please see Definitions above for clarifications on terms. Entity means any of the following:

* an individual;
* a body corporate;
* a corporation sole;
* a body politic;
* a partnership;
* any other unincorporated association or body of persons (excludes non-entity joint ventures);
* a trust;

In addition, the trustee of a trust is taken to be an entity consisting of the person who is trustee at the time. That entity is a different entity to the person acting in their personal capacity. If reference is made to an entity of a particular kind, for example, a trustee, it refers only to the entity in its capacity as that kind of entity.

### Legal Entity Name

The registered name of the legal entity applying for accreditation with the State of Queensland.

The legal entity for a business name is the person/s or partner/s registered as owners of the business.

Legal name – The name of the entity that appears on all official documents or legal papers. It may be different from the trading name.

### Organisation Number

The organisation number is the registered company or business number (ACN; ARBN or BN) of the organisation applying for accreditation.

Overseas organisations should provide the relevant organisation/company number for the legal entity applying for CCIQ QAssure accreditation.

To confirm your Company or Business Number, please search the: Australian Securities Investment Commission (ASIC) website.

If an ACN is supplied, then no ABN is required.

### ABN

The Australian Business Number (ABN) is a unique identifying number issued to all entities registered in the Australian Business Register (ABR). The ABN is not applicable for overseas organisations that are not registered with the Australian Tax Office. An overseas entity is still required to provide the equivalent local jurisdiction Business Number.

To confirm your Australia Business Number, please search the ABR web site. ABR is a comprehensive register of information provided by businesses and other entities when they register for an ABN. The ABR was established by the A New Tax System (Australian Business Number) Act 1999.

If an ABN is supplied, then no ACN is required.

### Date Established

The date of incorporation or date of registration as a business, partnership, or date trading commenced.

### Trading Name

The name or names under which your organisation trades (if different to the legal entity name of the organisation).

For example:

* Commerce Queensland is CCIQ’s registered name
* Chamber of Commerce and Industry Queensland is CCIQ’s trading name.

### Organisation Structure Details

Please provide the following details for your organisation:

* A list of the Company’s Directors/Owners/Partners. If applicable, please indicate if Directors/Owners/Partners are based overseas;
* An organisational chart, showing linkages to Parent and/or associated subsidiary companies, Trust companies, or trading companies, if applicable; and - Number of employees and their location.

## Key Contact Details

The following elements are required for completion as part of the Key Contact Details section of the process.

### Local and Head Office

Contacts Please provide details for a key person for CCIQ QAssure Contact matters. If address details for both a local and head office have been provided, please ensure that the Contact Details in Section 2 are correct. If the contact and administrative email address for a QAssure application is different from that in initial communications from CCIQ, please advise in writing to qassure@cciq.com.au

### Details displayed on CCIQ QAssure Website

The local office street address and postal address details will be displayed on the Supplier Search at www. QAssure.com.au and will act as the first point of contact for any enquiries from Customers.

Please note that only the Organisation Number, ABN, address and organisational contact details (phone, fax and organisation email address) will be displayed i.e. not the name of the contact person.

In addition no sensitive financial information will be displayed within the search facility.

## Organisational Capabilities

A list of the products and/or services and/or capabilities your organisation is wishing to place on offer to Customers is required in Section 3 Organisational Capabilities

Note: It is the responsibility of the Supplier to keep this information up-to-date on a regular basis, as Suppliers may only supply those products/services listed in Section 4 Confirmation of Capabilities.

The data collected in the capability register will enable customers to search for CCIQ QAssure suppliers by legal entity, capability and region via the ‘Supplier Search’ facility on the public facing CCIQ QAssure website.

## Insurance

Please indicate the insurance policies held by your organisation and complete the relevant details for each policy, including any exclusions or deductibles to the policy. Alternative forms of insurance or an organisation which is self-insured may be accepted by the CCIQ QAssure, at its discretion, as an alternative to the insurance requirements listed below. The insurance policy(s), if not self-insured, must be affected with a reputable insurance company.

It is mandatory to have:

* Public Liability Insurance (at least $AUS5 million)
* Workers Compensation Insurance (to the extent it is required by legislation). Workers compensation, for organisations with employees (i.e. not working Directors), is a mandatory requirement of CCIQ QAssure accreditation.

It is desirable to have:

* Professional Indemnity (or Errors and Omissions Insurance) (at least $AUS1 million) It is desirable to have:
* Products Liability Insurance A copy of a certificate of currency for each policy is to be uploaded as part of your application in Section 5. The certificate should include the name of the insured organisation, the amount of the insurance coverage and the period of the insurance, showing an expiry date. Please note the insurance details provided in this section should be for the legal entity which is accredited. If your organisation is party to another policy i.e. that of parent company, the certificate will need to list your organisation has one of the name insured covered under this policy.

### Insurance Requirements – Definitions

Broad Form Liability Insurance:

* Public Liability Insurance covers an organisations legal liability to pay compensation for personal injury or damage to property out of an occurrence in connection with the business. Public Liability Insurance safeguards personal and company assets from claims made by third parties for personal injury or damage to their property as a result of negligence. Public Liability insurance, with a minimum cover of at least $AUS5 million dollars, is a mandatory requirement of CCIQ QAssure accreditation.
* Product Liability Insurance provides protection against losses arising out of the defective nature of its goods (if any) and will usually extend to bodily injury or property sustained as a result of using the insured’s products. Product liability insurance is a desirable requirement for those organisations that manufacture products or publish commercial software. This type of insurance is not relevant if your business is simply on-selling products manufactured by other businesses.

Workers Compensation covers employees of an organisation should they by injured at work. Further details about your organisation’s legal requirements in relation to workers compensation should be directed to your relevant State authority. Workers compensation, for organisations with employees (i.e. not working Directors), is a mandatory requirement of CCIQ QAssure accreditation.

Professional Indemnity (or Errors and Omissions) Insurance provides financial protection for a wide range of professional advisers and consultants. In the event that a customer suffers financial loss as a result of alleged neglect, error, or omission, professional indemnity insurance will meet the cost of defending claims and any damages payable. Professional Indemnity (or Errors and Omissions) Insurance is a desirable requirement for those organisations intending to provide Software Development and Modifications; ICT Recruitment Services; ICT Contracting Services; ICT Consultancy Services; Systems Integration Services; and Managed Services. gits

## Financial Information

A copy of the Profit and Loss, Balance Sheet and Cash Flow Statements for the previous two (2) financial years is to be provided for the legal entity applying for CCIQ QAssure accreditation.

In addition, a copy of the latest accountant’s report, ASIC Annual Return, Annual Report of the company and/or parent company may also be included, where applicable.

Please note the consolidated accounts for a parent company alone are not sufficient, as financial information for the entity applying for accreditation is required.

The financial details, together with a description of the organisation’s activities, major clients, and capability offerings are required to enable CCIQ QAssure to assess the risk, character and capacity of an organisation that intends to gain a QAssure number.

This assessment aims to ensure the Customers will be dealing with a financially viable legal entity that can be reasonably expected to continue trading in the foreseeable future. This information is treated as commercial-in-confidence and is stored in a secure location with restricted access.

### New Company

If your organisation is new (formed within the last financial year) please provide where possible the following information:

* any interim financial statements for the current year;
* any other relevant information, which may be of assistance in assessing your organisation’s financial viability. Depending on the financial information submitted for your organisation one of the following assurances may also be required as a prerequisite of accreditation:
* Performance Guarantees from the Directors/Owners/Partners of your organisation. A list of the full names and residential addresses of the relevant Directors/Owners/Partners will need to be included as part of your application, See Section 6 Financial Details Directors Performance Guarantee; or
* Performance Guarantee from a financially viable third party, such as a Parent Company. The organisational details (name, ACN/ABN, etc) and financial information (Balance Sheet and Profit and Loss statements) will need to be included as part of your application. See Section 6 Financial Details for a copy of the Performance Guarantee; or
* A Financial Security, the amount of the Financial Security is determined on a case-by-case basis and will need to be provided from an Australian Bank that has an office in the Central Business District of Brisbane.

## Approved Party (AP) Agents

The basic notion of Approved Parties encompasses all of the types of suppliers, including agents, which supply Deliverables, in whole or in part, to Customers.

For example, sub-contractors and other suppliers are Approved Parties. “Approved Party” means any agent, sub-contractor or other suppliers, engaged by the Contractor and approved by the Customer who supplies a Deliverable, in whole or in part: (a) to the Contractor for the Contractor to either: (i) incorporate that Deliverable, in whole or in part, into the overall Deliverable; or (ii) provide that Deliverable to the Customer; or (b) directly to the Customer, in accordance with the Customer Contract.

AP Agents are Approved Parties who are also the agent of the Contractor in the legal sense of the word “agent” and must be approved by the Contract Authority and specified in Schedule A2(B) of Part 1 of a Head Agreement prior to entering into any Customer Contracts. An AP Agent is able to act whole or in part under a Customer Contract with the Prime Contractor, or is able to sign a Customer Contract in their own right, but only for products of the Parent Company. The Contractor remains liable to the Customer for the acts or omissions of its Approved Parties or any employee or agent of its Approved Parties in the carrying out or purported carrying out of the Contractor’s obligations under the Customer Contract, as fully as if they were the acts or omissions of the Contractor.

Where a Schedule A2(B) appoints an Approved Party Agent, that Approved Party Agent will be able to act on the Contractor’s behalf, as an agent, in respect of all Customer Contracts formed under the Contractor’s Part 1 and legally bind the Contractor.

An AP Agent means an agent that has been engaged by the Contractor and approved by the Contract Authority to supply any of the Contractor’s products and/or services to the Customer. If your organisation would like to nominate AP Agents under your CCIQ QAssure Application, please complete an AP Agent Section 7 as part of your application.

## CCIQ QAssure Signatory Details

### Signatory Details

Please nominate the name and title of the person/s authorised to:

* Sign the CCIQ QAssure Application

Where applicable, please also indicate the name and title of the person authorised to use the company seal.

# Contact

If you require support in relation to your CCIQ QAssure application, please contact our support desk on:

* Telephone - 1300 731 988
* Email – qassure@cciq.com.au

Or visit the FAQ section of the CCIQ QAssure Website at www.qassure.com.au/faq