

ICT PRODUCTS AND SERVICES

ICT Products and Services

Strategy period: 01 July 2026 to 30 June 2027

Category description: Delivers coordinated and efficient whole-of-government ICT purchasing arrangements which maximise public value and the delivery of strategic government outcomes. The category includes software, hardware, telecommunications and services.

Category at a glance

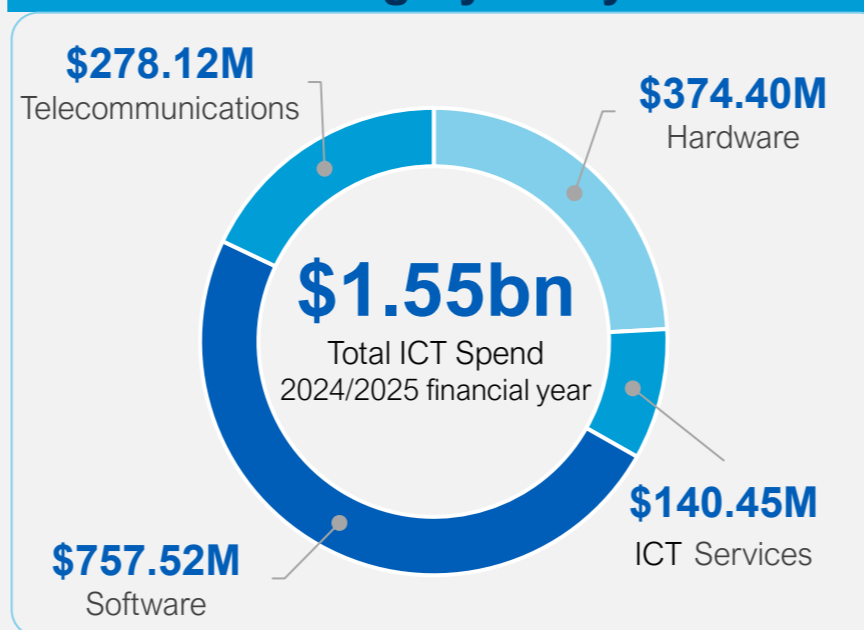
Vision

Our vision is to partner with the ICT industry to drive value for money through ICT procurement and deliver against Queensland Government's priorities.

Average annual category spend
\$1.46bn

Number of active suppliers
2780

Subcategory Analysis



Subcategory Summary

Subcategory	Spend 2024/2025 financial year	Value risk position	Brief description
Software	\$ 757.52 million 48.9% of total spend	Strategic	Software is the largest subcategory according to spend, driven by the accelerated software-as-a-service adoption, major enterprise resources planning programs and growing investments in artificial intelligence across Queensland Government.
Hardware	\$ 374.40 million 24.1% of total spend	Leveraged	Hardware spend decreased as agencies continued shifting to infrastructure-as-a-service and platform-as-a-service. There is a continued need for hardware spend due to maintaining legacy infrastructure.
Telecommunications	\$ 278.12 million 17.9% of total spend	Strategic	Telecommunications spend grew as agencies adopted new service agreements, unified communications and mobile data plans while preparing for the impacts of major programs such as public safety communication investments.
ICT Services	\$ 140.45 million 9.1% of total spend	Routine	ICT Services remain the smallest spend area, with a continued focus on social procurement and supplier relationship management.

Data and insights Government commitments

Category Council
4 meetings held
12 members

Industry Reference
Groups
3 meetings held
12 members

Queensland Small-
Medium Enterprise Spend
13.22%

Spend with Queensland
suppliers
24.48%

Aboriginal and Torres
Strait Islander spend
0.66%

Small-Medium Enterprise
Spend
27.03%

of common use supply
arrangements
64

Number of suppliers under
common use supply
arrangements
952

Delivering for Queensland

Queensland Procurement Policy and purposeful public procurement

Value for Queensland

The ICT Category will focus on achieving maximum value for money across a range of significant renewal negotiations impacting the sector.

Local opportunities

ICT industry engagement opportunities will prioritise connecting local suppliers with Queensland Government ICT Buyers.

Easy to do business

Frameworks will be reviewed and updated to make it easier to do business, with streamlined procurement and contract resources.

Open to new ideas

Queensland Government ICT buyers' forums will focus on sharing new ideas aligned to achieving digital and procurement outcomes.

Practical economic, environmental and social impact

The ICT Category will partner with the Cyber Security Unit and the Queensland Government Digital Fund teams to deliver outcomes across the sector, improving security and digital investment decisions.

Note: The analysis and findings in this document are based on data for the period FY 2024/2025. The data reflects the best available records at the time of preparation and will be reviewed and refreshed annually. Common use supply arrangement data accurate as of 30 January 2026. Data includes budget sector agencies. Annual average category spend calculated over 3 years.

Category objectives and achievements

Objectives

1. Simplify ICT category framework and templates to reduce red tape for suppliers and improve outcomes.
2. Collaborate and partner with the sector to improve ICT procurement capability in agencies, to drive savings for Queensland Government.
3. Partner with Queensland Government Digital Fund initiatives to prioritise procurement and negotiation resources toward delivery of key IT projects.
4. Increase ICT contribution towards the 30% Queensland small and medium enterprise spend target.
5. Uplift the state's capability to effectively manage risks throughout the supply chain including cyber, AI, privacy, sovereignty.

Key achievements

(preceding 12 months)

- Financial benefits of >\$5M in enterprise resource planning software licenses for the sector
- Updated arrangements to include low earth orbit technology supporting the improvement of regional connectivity initiatives
- Establishment of new arrangements to support the sector in accelerated, cost effective, digital transformation.
- Commenced the ICT Category Pilot to make it easier for small businesses to tender for government work.



Priorities and focus areas

- Implement updates to frameworks, templates and systems to align with QPP 2026
- Publish updated ICT contract frameworks addressing cyber, AI and privacy risks
- Review ICT Category council terms of reference and membership align to QPP 2026
- Review industry engagement forums to further Purposeful Public Procurement objectives
- Review Queensland Government ICT buyers' forums for effectiveness to ensure cross-agency collaboration and promote consistent procurement behaviours
- Improve ICT buyer stakeholder engagement in ICT category planning and identify capability uplift opportunities
- Establish ICT Category standards and processes for Common Use Supply Arrangements (CUSA) to ensure ICT CUSAs are established and managed in alignment with QPP 2026, this ICT Category Strategy and other related ICT policies
- Streamline and simplify lower-risk ICT procurement and contract processes to reduce red tape and improve ease of doing business.

Short Term – 100 day sprint

- Evaluate outcomes and implement learnings from the ICT Category Pilot to make it easier for small businesses to tender for government work
- Renegotiate major contracts on behalf of Queensland Government
- Align work plans to further objectives relating to at-risk systems, digital investment fund, core and common digital assets, shared services and AI policies
- Scope the establishment of a common use supply arrangement for artificial intelligence
- Improve transparency through data and reporting, including spend and performance across the category.
- Conduct category management maturity assessment and prepare action plan to redress any priority findings
- Establish ICT specific buyer capability programs such as mentoring programs and master classes
- Implement and measure outcomes of ICT Category standards for common use supply arrangements
- Support agencies in shaping the market and sourcing innovative or non-traditional solutions where appropriate

Medium Term – by 30 June 2027

- Negotiate significant contract and common use supply arrangement renewals
- Explore mobility arrangements to uplift capability in the sector and improve operational outcomes for stakeholders for major projects and initiatives
- Implement evergreen common use supply arrangement management practices by June 2028
- Facilitate best practice guidance for software asset management practices and their commercial impacts

Long Term - July 2027 onwards