

Standing Offer Arrangement Information and Getting Started Guide

The DocuSign Intelligent Agreement Platform can assist agencies focus more time on value adding activities by digitising the preparation, signatures, and workflows around government forms, contracts, public information capture, and other critical paperwork. DocuSign offers an end-to-end solution for e-signatures, contract management, and document management.

What are the details of the Arrangement?

DocuSign eSignature is a cloud based electronic signature system that allows agreements to be electronically signed, bypassing paper-based methods of signing certain forms and documents. Agreements whether they are related to procurement, human resources, grants, permits, or customer service are generally suitable for electronic signing by Government, businesses, and citizens.

DocuSign for the supply, implementation, and support of DocuSign eSignature platform.

The Stand Offer Arrangement C8365 Electronic Signature Software Collection (ESSC) can be accessed at <https://info.buy.nsw.gov.au/contracts/electronic-signature-software-collection> and covers license, training, professional services and support.

Any NSW Government entity, including Government Owned Corporations, can utilise the arrangements via DocuSign's appointed resellers:

Amnesium Pty Ltd

FujiFilm Business Innovation Australia Pty Ltd

DocuSign eSignature Solutions

- **DocuSign eSignature** - Securely send and sign agreements digitally while maintaining a complete audit trail of activity on each document.
- **DocuSign Contract Lifecycle Management** - Manage documents throughout the agreement lifecycle—from negotiation to signature and storage.
- **Additional Solutions** – that support ID Verification, Payment, Consent Capture and Administration Tools.

FAQs

Where in my agency can I use e-sign?

e-Signatures, are accepted for placement on most documents where a 'wet' signature is used today. The NSW Crown Solicitor's Office has published guidance to help agencies move to adopt e-signatures. Following the COVID-19 pandemic, significant legislation reform has occurred which enables e-signatures to be used in more agreements, including the support of remote electronic witnessing.

Is it safe to use DocuSign?

Yes. The Electronic Transactions Act 2000 [NSW] sets out requirements for valid electronic signing, stakeholder consent, and retention of documents. Generally, these signing, consent, and retention requirements apply when dealing with NSW Government bodies or when transacting under certain NSW legislation.

Is DocuSign secure?

Yes. DocuSign has been independently assessed by an IRAP auditor against the Australian Government's Information Security Manual (ISM), as being able to securely manage information up to and including PROTECTED. This level of information security is above most day-to-day needs in the NSW Government.

Do our stakeholders need to install DocuSign to sign our documents?

No. DocuSign is a 100% web-based experience that works across the main web browsers on mobile and non-mobile devices alike. Complex documents are automatically reformatted to provide a superior experience when viewed on mobile devices.

Who in my agency can use e-sign?

When implementing DocuSign in your organisation it is recommended that Single Sign-on is enabled to ensure that access is controlled just like any other application as per your agencies standard process.

Integration

DocuSign has over 400+ pre-built integrations with other ICT systems. These include Microsoft (Office, SharePoint, Teams, PowerApps & Dynamics), ServiceNOW, SAP (ERP, Ariba, SuccessFactors & Field Glass), Content Manager (TRIM), Salesforce and Workday.

DocuSign also has an open API that enables easy integration with in-house developed ICT systems. DocuSign Developers is an active community of developers that publishes the full DocuSign API specification and SDKs in multiple languages (<https://developers.docusign.com/>).

Getting Started

How do I get started?

Please reach out to your DocuSign account team via nsw-sales@docusign.com. The team can assist with licensing, adoption consulting, demonstrations, professional services, training, and support options.

How do I get a license?

Licenses are ordered directly via our reseller partners, FujiFilm and Amnesium. To request a quote please access the C8365 ESSC panel via buy.nsw.gov.au.

How do I access skills to help me implement?

DocuSign University is an online e-learning platform to help you get started with e-signature. DocuSign's own professional services offering can be tailored to the individual needs to agency implementations. These can include guided sessions 1:1 through to dedicated onsite resources. DocuSign also has a local partner network of skilled consultants and system integration experts who are skilled in DocuSign as well as other agency ICT systems.

Where do I go for help?

DocuSign provides different customer support options depending on the requirements of each customer. Included within the licencing is the Standard Support package which consists of a web-based support package. Enhanced support options include telephone support, along with response targets of as short as 30 minutes.

Implementation Questions

What about compliance?

DocuSign maintains a suite of security and audit compliance documents that agencies can review as part of their implementation of DocuSign. Included are the results of Penetration testing, IRAP audit, SOC 1 & SOC2, and PCI-DSS reports. These reports are available via DocuSign directly. DocuSign Monitor is an optional add-on that allows full audit-logging of events to the Agency's central event logging system.

How do I manage my record-keeping obligations?

DocuSign supports unlimited storage of e-signed documents which can be used for long-term storage. To help meet agency record-keeping obligations, DocuSign integrates with other systems such as Content Manager (TRIM) and SharePoint for document storage, respecting existing retention policies.

How do I know who signed the agreement?

Each e-signed document includes a certificate of completion which records specific details related to the signing event. These details include signing ID, email address, IP address, signature images, date signed, and many other attributes. For high-risk signing activities, DocuSign optionally supports additional assurance measures such as SMS-based verification, ID Verification, and electronic witnessing.

Self-learning

The below links provides access to our self-learning portal. There is a learning path for both users and admins. Please follow the course to set up users and become familiar with the platform. The links are shareable.

- [DocuSign guided tour and Free Trial](#)
- [Sign up for DocuSign University](#) - Training & certification.
- [QuickStart guide](#) – (Recommended and covers off the basics including signing, sending, templates, branding, corrections).
- [Getting started as an E-signature admin](#)
- [DocuSign How-to tutorials](#)

Key Links

[DocuSign Government ANZ](#) – ANZ specific information

[DocuSign Community](#)- Questions & answers from Customers

[Knowledge Market](#) - Use cases & best practices for Government

[DocuSign Support Centre](#) – Open & manage support cases or view product help