

PC category only - Questions and Answer sheet

CONTRACT

1. What is the status of ITS 2000-Computers: Servers, Desktops and Portable Computers?

- A new contract has been established for the Desktops category (also known as the Personal Computers (PCs)).
- The other categories of Notebook Computers, Servers and Associated services have been extended up to the 30 June 2007.

2. What are the advantages of ITS 2007 over ITS 2000?

- lower costs per unit to agencies - vendors have supplied fixed prices and can only alter them downwards
- a single technical specification, including upgrade and downgrade options was agreed upon by Government Agency Chief Information Officers and will make selection of software easier and a single Government Standard Operating Environment more achievable
- The Government has gone to the market as a single buyer and used its purchasing power to leverage the best possible prices for all agencies. All agencies will pay the same price regardless of their size
- Australian PC suppliers with local assembly facilities have been included on the panel in a commitment to support NSW business
- environmentally sensitive disposal of replaced PCs – ITS 2007 now includes a supplier ‘takeback’ scheme
- reduction in red tape and tendering cost to agencies. The Government has eliminated the need for agencies to request quotes from, or negotiate directly with, individual suppliers.
- inclusion of all services and costs associated with the total lifecycle of each PC. Suppliers must now offer:
 - Installation
 - Loading of other applications
 - Decommissioning
 - Takeback
 - Out of warranty repairs

3. What is the definition of ‘installation’ and what does to cover or not cover?

Installation is defined in the specification as:

- delivery to the desk
- unpacking of equipment
- connecting the equipment
- starting and testing the equipment ready for use and
- removal of packaging.

4. Who is managing the contract?

The ITS 2007 – Personal Computers, Notebooks Computers, Servers and Associated Services contract is being managed by NSW Procurement-Contracting Services in consultation with the Government Chief Information Office.

5. I lease most of my PCs can I continue to lease?

No, Treasury has directed that agencies buy rather than lease PCs.

6. Do I have to buy from the main panel or the local panel?

Either – some of the suppliers may be cheaper but you may prefer the different specifications and services offered by local suppliers.

7. If clients wish to purchase high-end workstations or other products that are not available on the contract, what process should they follow?

The specifications chosen under ITS 2007 have been selected by the NSW government because the majority of agencies PC procurement requirements fall within the models available on new (ITS 2007) contract.

However, where an agency can demonstrate an objective business or operational case for purchasing a model not on ITS 2007 the following rule applies:

Under a total value of \$150K the normal procurement guidelines apply e.g. secure three quotes and SCCB approval is not required. If the purchase is above a total value of \$150K the agency must seek an exemption from the SCCB.

In addition, for purchases above \$1M the SCCB will require that the agency undertake a Gateway Review.

8. If a client wants to upgrade to specifications that are not available on ITS 2007, what process should they follow? For example, if a client wants to upgrade to 2 GB instead of 1 GB and only 1 GB option is available on ITS 2007, what can the customer do under this circumstance?

All options available are shown on smartbuy®. In the event that available machines and options do not meet the agencies requirements then the process in question (7) above should be followed.

9. What do I do if I am not on smartbuy®?

Agencies who do not currently have a smartbuy® account should contact NSW Procurement-eBusiness Solutions Client Support Centre on 1800 003 985 or email eBS_Supportdesk@commerce.nsw.gov.au to register.

10. Will smartbuy® be increasing the information available to Agencies?

As the contract is established and additional categories under ITS 2007 are awarded, the level of contract-related details will increase. This will provide agencies with more comprehensive, qualitative information which will include product photographs appearing on smartbuy®.

11. Is there a user guide?

A user guide is currently being developed and will be available shortly.

12. Who do I contact for more information?

For more information on the new contract ITS 2007, contact the NSW Procurement-Contracting Services Information Centre on (02) 9372 7791 or contractservices@commerce.nsw.gov.au.

Alternatively you can visit www.contractservices.nswp.gov.nsw.au or www.gcio.gov.nsw.au.

13. How long is the contract for?

The agreements will be in place for three years and after that there is the option to renew for a maximum of two periods of 12 months each.

14. I have heard that an extended warranty has been negotiated. How long is it for?

Yes, the basic warranty included in the new PC price is four years. A five-year option is available at an additional cost.

15. I am based in regional NSW will I get the same level of service?

There are agreed service levels and prices for metro and regionally based agencies.

16. I am a small agency can I purchase at the same price?

Yes all agencies will benefit from Government aggregated buying power and pay the same price regardless of their size.

17. What are the other categories – laptops, servers etc?

The next stage of the ITS 2007 Procurement Strategy will be notebook computer and low-end server contracts. They are expected to commence in June 2007.

(Please note that ITS 846 panel contract exists for the supply of mid range and mainframe computers).

Contracts for thin client computers, ruggedised notebooks, tablet computers, personal digital assistants and a range of associated services will follow shortly thereafter.

SUPPLIERS

18. Who are the suppliers?

Contracts been awarded to five companies. Optima Technology Solutions and Annabelle Bits (trading as ASI) are the suppliers in the local assembled category and Acer Australia, Lenovo (Australia and New Zealand) and Hewlett Packard Australia are on the open suppliers' panel.

In total nine different models of PCs are available on ITS 2007.

19. Why were these suppliers chosen?

The evaluation process included an open and competitive tender process:

- Evaluations of the tenders involved assessment of the price and capability of each company to provide the required hardware and services.
- The evaluation process weighted price at 70%. The final suppliers were selected on the best price for the minimum specifications, the total price of their services and the best competitive mix of suppliers to reduce the overall cost to Government.

20. Will agencies still have to interact with suppliers?

You will still communicate with suppliers for specific services. All initial purchases will go through *smartbuy*® for agencies capable of purchasing. All technical specifications, services and corresponding prices are listed on the *smartbuy*® catalogue.

Agencies that do not have this capability should follow their usual process to place orders with suppliers.

21. I have PCs from a supplier not on the new panel, how do I get ongoing support for my current equipment?

The arrangements between your agency and your current suppliers continue until you need to purchase new PCs.

21. Is it mandatory for Agencies to purchase PCs from vendors on the local assembly panel ?

No. However these suppliers can provide products and services that are as competitively priced as larger overseas companies. Agencies may also prefer supporting local industry by purchasing from these vendors.

The Vendor Management group of Contracting Services jointly with GCIO will be monitoring purchases from this panel. Agencies planning to make significant purchases from this panel should, at the planning stage, raise this with their CIO.

22. Where a supplier has an end of financial year/model run-outs/clearance sales, is it possible for agencies to view the details of the sale on smartbuy®?

Customers would be able to see all end of year/model run-outs/clearance sales through *smartbuy*®.

ENVIRONMENT

23. How do I dispose of my old PCs?

Suppliers must offer a 'take back' scheme (take back one old machine for every new machine purchased) and to have environmentally responsible solutions for the disposal those computers.

This may include the supplier reselling the computers, donating them to community organisations, recycling computer parts, or sending old computers to disposal at approved and licensed disposal facilities. Please discuss the disposal of your PC with the relevant supplier.

TECHNICAL SPECIFICATIONS

24. Who set the minimum standard specifications?

A single minimum technical specification was agreed upon by members of the Government CIO Executive Council.

25. What are the minimum standard specifications?

A copy of the minimum specifications for the new PC Contracts is available at www.smartbuy.nsw.gov.au

Tenderers were asked to meet or exceed these requirements for the lowest price.

26. Why have these specifications been chosen?

The new contracts for the supply of Government personal computers are based on single specifications across government.

Tenderers were also asked to supply fixed prices for a range of basic services. Agencies can select individual prices or a bundled price for all services and hardware.

The specifications were chosen because they provided the most appropriate technology solution at the best price for Government.

27. How long is the current hardware specification offered under Contract ITS 2007 going to be valid for?

The NSW government has agreed on a minimum Government Standard Specification (GSS) for PCs, Notebooks and Servers. It is anticipated that this minimum specification will be reviewed every 6 months to ensure that it remains appropriate for the delivery of the governments strategic objectives. A change to the GSS will only be made when the CIO Executive Council determines that such a change is required, or if certain key technology elements are no longer available. The first GSS review will be effective 15 October 2007.

28. If the specification changes, how long would it take to approve the new specification and/or what process is followed to approve the new specification?

If the GSS review results in a change, vendors will be required to offer machines complying with the new specification. A process of evaluating those machines will follow and this may involve comprehensive testing of those machines. The NSW Department of Commerce will advise vendors if their machines have been approved for inclusion on the contract and determine a date for commencement of the supply of the machines.

29. What if these specifications do not meet my needs?

The contracts include various upgrade and downgrade options

30. Will network terminals be included?

This is a separate category and will be available soon.

31. What are the other associated products being supplied by the vendor?

See the upgrade and downgrade lists in the price schedule on *smartbuy*®, www.smartbuy.nsw.gov.au

Other Product categories soon to be announced are:

- thin client computers,
- ruggedised notebooks,
- tablet computers,
- personal digital assistants (PDAs)

A range of associated services will follow shortly thereafter.

32. What is a bundled package?

Agencies can now buy a package of hardware and services bundled package includes:

- PC + four year warranty
- Installation
- Loading of SOE
- Decommissioning
- Supplier Take-back

Agencies can select one or any number of these services when purchasing new computers.

33. What if I want to buy an Apple Computer?

This is a separate category and will be available soon.

An arrangement for Apple computers is currently being negotiated and is anticipated to be available soon.

34. Can I get the Linux Operating System?

Yes ITS 2007 suppliers must be able to supply PCs with a Linux operating system if requested.

PRICE

35. How do I purchase new PCs?

Agencies that have a smartbuy® Account can log into the smartbuy® TRADE and view the PC component of the ITS 2007 contract. smartbuy® Buyers will be able to view the contract, select the specific PC product they are interested in and download a PDF from smartbuy® on the technical specifications of the PC to make an informed purchasing decision.

The Buyer can then purchase the PC in accordance with their agencies purchasing policy.

36. What are the prices for the new PCs?

Available through smartbuy®.

37. Can I get a discount if I purchase large quantities of PCs?

The volume discounts have already been negotiated on behalf of all government agencies. If suppliers offer a price below what they have listed in the smartbuy® catalogue then that lower price must be listed with NSW for all agencies to access.

38. I have funds available for 06/07 to purchase new servers and laptops, can I still purchase from the old ITS 2000 contract?

Yes, any agency wishing to purchase Notebook Computers, Servers and Associated Services under the ITS 2000 extension can do so, please contact your nominated Client Services Officer or email contractservices@commerce.nsw.gov.au.